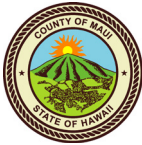


HEAT Makes IT Service Management a Breeze for Maui

Tropical breezes, spectacular beaches and blue skies make Maui an unforgettable destination. Despite a laid-back island culture, the police, firefighters, health and human services staff, and other employees of the County of Maui expect that their applications, systems and computers work flawlessly. Delivering exceptional service is the goal of the IT Services Division (ITSD) for the County of Maui, which spans the islands of Maui, Lanai, Molokai, Kahoolawe, and Molokini. As part of its 2015-2018 strategic plan, the county is working to more closely align IT with its strategic initiatives, improve IT service delivery and improve communications with its agencies and departments.



ORGANIZATION

Name: County of Maui

Location: Hawaii

Industry: Government

SOLUTION

HEAT Service Management

BENEFITS

- Increase the effectiveness and efficiency of IT support services
- Leverage business service automation to lower IT costs
- Improve the transparency of IT service delivery

Improving IT Service Delivery

TITSD adopted ITIL as part of its efforts to improve the effectiveness and efficiency of IT service management, and it needed a service desk platform that would support ITIL best practices. The County of Maui was using Dell KACE as its IT management tool, but it lacked enterprise sophistication and ITIL rigor.

ITSD began a thorough search for a new IT service management platform, with HEAT Software and Cherwell on the short list. The department had used HEAT Helpdesk back in the 1990s.

Fast-forward to today: HEAT Service Management delivered the robust, flexible IT service management platform—with a strong ITIL foundation—that the County of Maui needed.

“We examined several options and HEAT Service Management was the most viable in terms of the different requirements and ITIL pieces that we needed,” says Carmela Ho, service desk supervisor at the County of Maui.



“HEAT has allowed the Maui Police Department to get a direct acknowledgement that a ticket was opened. We’ve received fewer calls and emails from the police department because they can open tickets on their own.”

Carmela Ho, Service Desk Supervisor, County of Maui

The County of Maui deployed HEAT Service Management on-premise, although Ho appreciates the flexibility to move to a cloud deployment if the future warrants. The county relies on HEAT Service Management for incident management, service request, self-service and service catalog, problem management, change management, release management, and dashboards and reporting.

A Robust Service Desk

“Using HEAT is helping ITSD meet its goals of improving IT services, increasing customer satisfaction and increasing transparency. ITSD uses HEAT to support 2,000 employees in 16 departments and agencies, including civil defense, environmental management, finance, fire and public safety, personnel, police, public works, transportation and water supply.

ITSD supports a broad range of applications and IT services, including email, websites, voice, and video as well as a host of specialized applications such as motor vehicle licensing, public safety, property taxes and recreational facility reservations.

County employees can report IT incidents or request services via phone, email, or HEAT Self Service capability. Self Service is growing in popularity. “HEAT Self Service lets customers put tickets in easily,” says Ho. “Some people don’t like to call the helpdesk.” As the volume of Self Service requests has risen, there’s been a commensurate decrease in emails.

HEAT is a business-critical application for the three analysts who staff the main service desk and the two analysts who are dedicated to the police department. For instance, with the previous helpdesk software, Ho had to manage tickets in a long list. HEAT’s role-based dashboards give Maui’s helpdesk staff the real-time information and tools they need through an intuitive, flexible interface.

“HEAT’s dashboards make it much easier to manage tickets,” says Ho. “Everything is in one place. I can manage and close out tasks automatically once I’m done resolving the issue.”

Since deploying HEAT, the service desk team has better visibility into service requests and incidents, and that allows them to focus their resources on resolving problems more quickly.

County employees like the transparency, too. “HEAT has allowed the Maui Police Department to get a direct acknowledgement that a ticket was opened,” says Ho. “We’ve received fewer calls and emails from the police department because they can open tickets on their own.”

Service Automation Delivers Efficiency

Like most IT organizations, ITSD must deliver more services at a higher quality with the same or fewer resources and leveraging automation is critical. ITSD has begun its business service automation journey with customized workflows for IT purchasing. One workflow supports IT purchasing for its own needs—servers, storage, software and

“I love that HEAT is expandable and we can grow with it.”

Carmela Ho, Service Desk Supervisor, County of Maui

the like—while the other supports county employees who need new laptops, desktops, printers, software and such.

“A customer can fill out the request form and it is automatically routed for the appropriate approvals,” says Ho. “The process is much smoother and eliminates paperwork. HEAT service automation works really well.”

That’s a sharp contrast with the past, when Ho and her team used a combination of its helpdesk software and e-forms software to manage purchase requests. “We were using two separate software packages to do the job that HEAT does,” says Ho. “The integration and automation with HEAT is much better.”

IT purchasing is just the start of business service automation. “We will build out additional service automation depending on needs,” says Ho. “Departments, such as the Prosecuting Attorney or Planning Department, also need to manage services for clients and they could use HEAT to help manage those service offerings.

Greater Transparency

ITSD plans to leverage HEAT’s reporting capabilities to ensure that it is on track with aligning IT and business service goals. HEAT’s extensive reporting enables the IT team to stay on top of service quality and commitments and track metrics that matter the most to organization performance. With HEAT, ITSD has a single view of operational, financial, and productivity dashboards.

Poised for Growth

“I love that HEAT is expandable and we can grow with it,” says Ho. “The more we work with HEAT, the better our IT processes become. And that allows us to improve the delivery of IT services to our customers.”

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