Sinclair Community College Turns up HEAT in the Cloud to Automate Business Processes and Improve Service

A college degree opens doors to greater job opportunities, higher earning power and a better life. Students come to Sinclair Community College in Dayton, OH for a high-quality, affordable, flexible education that will prepare them with the skills they need to succeed in today's most high-demand jobs.

SINCLAIR COMMUNITY COLLEGE

ORGANIZATION

Name: Sinclair Community College
Location: Dayton, OH
Industry: Higher Education
Website: www.sinclair.edu

SOLUTION

HEAT Service Management, deployed in the cloud

BENEFITS

- Reduces cost and eliminates need for upgrades with HEAT deployed in the cloud
- Provides IT support to users anywhere, anytime and from any web device
- Automates workflow and improves service levels in IT, facilities and human resources

More than 20,000 students are enrolled at Sinclair, and their education depends on the smooth operations of administration, IT, facilities, human resources and other departments. When teachers or students have network connectivity problems, or an air conditioner goes out in the classroom, the college must deal with the issue swiftly to ensure that learning is not disrupted. Another goal of the college is to streamline administration so it can focus its resources on its education offerings.

A Growing Demand for IT Services

Many community colleges are seeing a rapid rise in mobile devices on campus, as students and teachers now expect to use their smartphones, tablets and laptops to connect to the college's online services, anywhere, anytime. Yet, for most community colleges, resources are tight, which can make it difficult to provide the necessary IT support and infrastructure to meet the increasing demand for mobile connectivity—in addition to keeping all other essential software and systems updated.

> "HEAT Software support has been awesome, and they do everything they can to fix a problem in a timely manner. HEAT Software has met all of my expectations."
>
> Jeanna Reedy, Manager of Information Technology, User Support

Supporting tens of thousands of Sinclair students and teachers had become increasingly challenging with aging helpdesk software. Sinclair needed a modern service desk solution that would improve IT and administrative services to users while lowering operating costs. Sinclair adopted HEAT Service Management deployed in the cloud.

"The process of administration and updates is so much better in the cloud," says Jeanna Reedy, manager of user support at Sinclair Community College. "Moving to HEAT in the cloud has saved us a

tremendous amount of time because we don't have to upgrade software and manage servers and other hardware. Now we can spend our time implementing new processes and planning for future changes that will deliver better service to our users, rather than just keeping the helpdesk system up and running."

Reedy likes the flexibility of the hybrid HEAT solution, as it can be deployed in the cloud or locally, allowing customers to choose which deployment model makes the most sense for their business. "One of the biggest value propositions was the choice between cloud and on-premise and that we could migrate back and forth if we needed to," says Reedy.

Sinclair uses HEAT to manage IT incidents and problems for 25,000 faculty, staff and students. The IT team primarily uses HEAT incident, self-service, knowledge and reporting modules. In the next phase of deployment, Sinclair will roll out HEAT's asset management, change management, voice and service catalog modules.

HEAT will also be used to automate many of the college's IT service requests for items such as system access to a shared drive or a name change, as well as automating processes to replace web or paper forms. "Using HEAT's workflow automation makes processes faster and more accurate," says Reedy. "Right now, a user has to fill out a form, which is emailed to the service desk, and we create an incident that we work with," says Reedy. "Now, with the template, the incident is already created, and the analyst can get right to work. That will save time."

HEAT is also used by Sinclair's Research, Analytics & Reporting and Facilities departments, including for building maintenance, grounds keeping, heating and air conditioning, and construction. The call center will also use HEAT to manage service requests and their workflow by the end of this year. "We've been working collaboratively with the call center to define the processes and track them better," says Reedy. "The call center team works with financial aid, registration and the bursar, so the workflow crosses multiple departments."

Expanding Self-Service

Reedy and her team are rolling out self-service capabilities for the IT staff and eventually for students, faculty and staff. "Self-service is a great benefit for the analysts, because they can get information easily and communicate better internally. As we expand our external knowledge base, we expect it to help reduce call volumes, because users will be able to help themselves and fix their own problems."

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Sinclair will also be using the HEAT Voice module to further extend the reach of its service desk and provide a higher level of service for users. HEAT Voice is fully integrated into the service desk workflow, which allows customers to use familiar IVR-type functions to create tickets, attach voicemails and receive status updates. The automation of voice messages can free up agents for more productive work. "If a system is down, we can notify users with a message on the phone or the faculty portal," says Reedy. "HEAT Voice saves a lot of time because we don't have to record and re-record messages anymore."

A Solid Foundation in the Cloud

The move from resource-intensive, on-premise helpdesk software to the simplicity and flexibility of a cloud-based service management solution allows Sinclair to provide students and faculty with the IT, facilities and administrative services they need so that the focus stays on developing the right skills to be competitive in today's job market.

HEAT Software worked closely with Sinclair throughout the transition to HEAT Service Management in the cloud. "HEAT Software support has been awesome, and they do everything they can to fix a problem in a timely manner," she says. "HEAT Software has met all of my expectations."

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