



Track-It!

Case Study

Improving Help Desk Efficiency and IT Asset Management with Numara Track-It!

Founded in 1875 as an independent, four-year university, Park University enjoys a distinguished position in higher education as a growing entrepreneurial institution. Located on a historic site in Parkville, Missouri, Park University has 42 campus centers in 21 states and an extensive online program.

Overview

Industry

- Education

Customer

- Park University

Challenge

- Managing and controlling the IT infrastructure and the multitude of help desk requests of over 2,000 users on a network that spans across 42 campuses and 21 states

Solution

- Numara® Track-It!®
- Numara® Remote

Goal of the Project

To put a system in place that automates:

- Management, tracking and updating of help desk requests for their end-users
- Organization and tracking of user equipment requests
- Maintenance and delivery of accurate, up-to-date information about hardware and software assets
- Troubleshooting, so as to shorten total time of resolution and increase first call resolution for help desk requests
- Managing a 21-state network of campus centers presented a major challenge for Park University's IT Department.

“No matter where our technicians are, they can take control of an end-user’s machine, remotely access their tickets and solve user problems quickly.”

– **Tewaney Ayalneh**
Park University’s Technical
Operations Coordinator

The Solution

After evaluating various products, Park University decided that the Numara Track-It! Enterprise Edition delivered the integration and automation necessary to meet their needs. They began using Numara Track-It! in 2002 and immediately started seeing the benefits.

According to Tewaney Ayalneh, Park University’s Technical Operations Coordinator, the Numara Track-It! Enterprise Edition gave the 25-person Technical Operations department the tools to streamline their help desk processes and manage user requests quickly and efficiently. “With Numara Track-It! on the job, we found our technicians could spend their time addressing user issues rather than worrying about paperwork. And, once we switched to Numara Track-It! we immediately got away from having sticky notes posted all over the department,” Ayalneh said. Numara Track-It! allowed Park University to automate repetitive activities like logging and tracking help requests, inventory, auditing systems and reporting stats on such things as the numbers of tickets open, closed or overdue. Numara Track-It! also let them see the work load on a given technician or group. The audit and inventory reports kept Park University up-to-date on the number of platforms, specific software count and much more. In addition, the “out of the box” reporting tools of Numara Track-It! have been implemented and are being used across the university to report on all of this activity.

Here’s What the Park University IT Team Found

- Numara Track-It! Enterprise Edition is an integrated suite of IT tools that automates Park University’s help desk requests and empowers end-users to submit, track and solve their own problems.
- Numara Track-It! Remote provides technicians the ability to remotely access user workstations to diagnose and resolve problems.
- Numara Track-It! User Synch leverages Microsoft® Active Directory and/or an LDAP database such as E-Directory, NDS, Lotus Notes®, etc. to automatically populate and maintain up-to-date user and technician information.
- Numara Track-It! Audit Plus provides the Park University’s IT team with the ability to schedule or perform audits on demand. It collects hardware and software information from Windows® 9x, NT®, 2000, XP and 2003 workstations and servers as well as Macintosh® 8.1 through 10.x workstations in a central repository enabling technicians to easily troubleshoot end-user hardware and software problems.

Business Value

- By streamlining and automating help desk processes through an easy-to-use technician interface and end-user self service portal to increase technician efficiency, Park University was able to reduce costs and increase end user satisfaction.
- Accurate and up-to-date user information facilitates better communications with their end-users and expedites the troubleshooting process.
- With equipment purchases, leases, warranties, and maintenance managed efficiently through their life cycle and transferred via the inventory module to prevent duplicate purchases, Park University is able to make better budgeting decisions and guard against unnecessary and unauthorized expenditures.
- By automating the auditing of workstations and software, the Park University IT team can not only assess what changes might be causing problems more quickly, but they also ensure that they are compliant with all of their licenses.

Managing the Help Desk

Thanks to Numara Track-It!, Park University’s help desk is much more efficient. As users submit their requests to the help desk, incoming work orders are automatically classified, prioritized and dispatched to the appropriate technician or group. Users are automatically updated on the status of their requests. This is a big time saver that enables the help desk to effectively manage and prioritize requests without having to be bogged down with the large volume of calls from end-users checking the status of their support requests.

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Technicians are also more efficient. They have real-time visibility to help requests, they can prioritize their work and ensure that nothing slips through the cracks. At the same time, users are happier because they know the status of their work orders and are automatically notified when they are complete. They no longer have to call the help desk to get a status on their help requests.

Resolving User Problems from Any Location

Ayalneh and his technicians also use the Numara Track-It! Technician Web interface to efficiently solve user problems. "No matter where our technicians are, they can take control of an end-user's machine, remotely access their tickets and solve user problems quickly," Ayalneh said.

In many cases, Ayalneh's technicians never have to leave their desks to solve users' problems since Numara Track-It! Remote allows them to easily access any workstation on the network. This increases technician efficiency by cutting down on "walk time" and avoiding other distractions. The remote control tool is integrated into the help desk which allows a technician to take control of the PC in question directly from a work order and quickly solve the problem. Numara Track-It! Remote also has file transfer capabilities that allow the technician to perform bi-directional file transfers to install a fix or deploy an application. Technicians can also conduct chat sessions which can make conversations more time efficient than those conducted by telephone.

Keeping Track of Users

Park University has over 2,000 faculty and staff members at 42 locations across 21 states. With this vastly distributed environment, Park University required a solution that could integrate with their Microsoft® Active Directory network. The user synchronization functionality of Numara Track-It! Enterprise edition delivered exactly what they needed. It enabled them to automate the process of importing all of the user information from Active Directory into the Numara Track-It! database. Additionally, Numara Track-It! User Synch allowed them to schedule regular synchronization to verify and keep their user information up-to-date. Best of all, it allowed the central database to be quickly updated when an employee is hired or changes location. This means information is entered once instead of multiple times.

Managing New Equipment Purchases

Park University currently enjoys a distinguished position as a growing entrepreneurial institution with an extensive and increasing online program. Because technology plays an important role in Park University's growth, new equipment purchases are a critical function for the IT Department. Park University needed a way to organize and manage its equipment purchasing process to ensure authorized purchases, fulfillment of equipment and the deployment and tracking of the newly purchased equipment.

The Numara Track-It! purchasing module gave Park University the ability to organize and track its users' new equipment requests. It helped to decrease the time spent sorting through multiple requests and ensured that requesters were authorized to make purchases. It also managed the purchasing process from the initial request to fulfillment of the equipment.

Keeping Audits Up to Date and Accurate

When an organization grows as fast as Park University, keeping track of IT assets can be a major challenge. Numara Track-It! Audit Plus, which is available with Numara Track-It! Enterprise Edition, automates and simplifies audits and lets Park University stay current with hardware and software information.

Audit Plus gives Park University a way to create and maintain a comprehensive inventory database for hardware, software and user information. It also allows Park University to track changes in asset location, identify usage patterns and determine software compliance with established security.

Park University uses Audit Plus to capture IT asset information by initiating audits on demand as well as on its own customized schedule. Park's technicians get complete and up-to-date information anytime to resolve problems quickly and efficiently. Their efficiency in solving support incidents is increased by having the asset information visible in the help desk request.

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Learning More through Numara Track-It! Systems

As an added benefit for users, Numara[®] Software, Inc. offers free regional seminars throughout the country for Numara Track-It!. These seminars help users gain insight into all of the Numara Track-It! solutions, share tips and tricks about the products, impact future product direction and share ideas and best practices with their Numara Track-It! peers.

“The Numara Track-It! seminar I attended recently was great! Not only did I get updates on Numara Track-It! features and learn about new tools, I was able to network with a local community of other Numara Track-It! users. We shared ideas, solved problems and talked about our experiences. Having access to a local network of Numara Track-It! users was a key benefit to attending the seminar that I had not anticipated,” said Ayalneh.

Ayalneh went on to say, “I also learned a shortcut to automatically send user requests that aren’t assigned directly to the help desk to be assigned rather than going to technicians. This has saved us a lot of time and effort.”

Supporting Park University’s Help Desk

Ayalneh says of the Numara Track-It! Technical Support staff, “They are the best! They are very helpful and willing to go the extra mile to make certain we get the help we need no matter how long it takes. Support is easy to get and very helpful. Numara Track-It! listens to its users and makes the system easy-to-use.”

Numara Track-It! Technical Support is available to assist with resolving issues resulting from the normal use of Numara Track-It! Ayalneh and his staff also have access to the Numara Track-It! Support KnowledgeBase and can find answers to technical questions and “How-To’s” online.

Numara Track-It! is the Answer for Park University

“Numara Track-It! is one of the best software programs I have ever worked with,” Ayalneh says. “It’s obvious that the company understands customer needs and has developed the right products to meet or exceed our needs. Numara Track-It! is easy to install and use. Best of all, Numara Track-It! has significantly increased Park University’s help desk efficiency and enabled us to better support our end-users.”

About Numara Software, Inc.

Serving over 50,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. From a single technician running a help desk to 1000 technicians managing a complex service desk, IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and facilities, allowing you to optimize your investments in licensing, maintenance, training, and support.

We’re passionate about helping people successfully manage their IT environments. Find out how we can help you by visiting: www.numarasoftware.com.