



## Black Box Network Extends Help Desk with Numara® Track-It!®

### Background

Black Box Network Services Federal Division is a leading provider of comprehensive communications and infrastructure solutions for U.S. government and civilian agencies. Whether it is digging new trenches to install fiber optics at an Army base, upgrading a phone system for the Air Force or designing a network to support critical operations for the Department of Defense, Black Box stands ready to serve.

### The Challenge

Black Box is based in the Washington DC area, but also has two satellite offices located at U.S. Army facilities. Technical personnel are dispatched around the world and most of the tools they rely on in the field are web-based, making IT operations critical to the overall success of a project and the company.

IT manager Becky Gavett plays a key role in making sure those systems are functioning properly. Becky was recruited by Black Box back in 2009. She arrived to a small, informal help desk with a team of three people supporting approximately 300 devices. All of the tracking and reporting was done manually, using spreadsheets and access databases.

### Numara Software Solution

Becky knew immediately she needed a more sophisticated help desk system that would automate reporting and improve accountability. But she didn't need to shop around for a solution; Becky was already sold on Numara Track-It!. She had used the software at several other companies she worked for in the past. She arrived at the company in March and less than a month later, Track-It! was up and running.

*"The only person I had to convince was the CFO. He had experienced lots of frustration with requests not handled in a timely manner and then not having the ability to track requests. Track-It! would give him a happy user base and give me a happy help desk. It was a win-win."*

### IN BRIEF

#### Company Name

Black Box

#### Industry Sector

Technology

#### The Challenge

- ❖ Implement an affordable, automated system to manage help desk requests
- ❖ Provide faster and more efficient customer support
- ❖ Simplify the reporting process and improve accountability

#### Why Numara Software

- ❖ Cost effective solution with an integrated approach
- ❖ Robust feature set and overall ease of use
- ❖ Responsive support team

#### Business Benefits

- ❖ Track-It! has saved the organization the cost of recruiting an additional person into the IT department
- ❖ Advanced reporting capabilities save time and help ensure compliance
- ❖ Increased technician efficiency and end-user satisfaction

*"Track-It! really is the perfect tool. It solves a lot of problems in one shot. Most importantly, the price-point worked for our budget."*

## The Results

Two years after Track-It! was implemented, Becky says the biggest benefit is time savings.

*"There were a lot of things we used to have to do manually that we don't have to do now, such as auditing software licenses. In the past, when we got a new laptop, a new piece of software, or a laptop changed hands we would type the information into a spreadsheet. All those things were very time consuming and now they are done automatically with Track-It!."*

Her department processes an average of 100 work orders per month on a variety of issues ranging from poor PC performance to file share problems to requests from HR for new hires or terminations. Service levels have improved, in part because Becky can proactively monitor technician response time and performance with regular reporting. For example, she can now tell which technician is handling the most work orders and how much time is spent on a work order. According to Becky, response from the user-community has been nothing but positive.

*"Our end-users think it's great because not only has our response time improved, but now there is much better communication. Track-It! sends users an automated email message so they know we've received their request. It also gives them the ability to log-in through the web portal and check the status of their work order. Our help desk staff is equally happy. They like the fact that users can now just email a request and Track-It! will automatically create a work order and time/date stamp it. The system is incredibly simple and easy to use."*

Another feature the team benefits from is the Track-It! knowledge base, which allows technicians to create solution articles for common issues. For example, technicians at Black Box get a lot of requests to unlock protected spreadsheets and PDF documents. Instead of having to repeat the process each time, technicians are able to create solutions with links to the various online tools.

Track-It! also delivers when it comes to inventory of assets and change control.

*"For us, the change control piece was big and it was one of the features we utilized almost immediately. Again, it used to be a manual process, which was especially difficult when it came to audits. We would have to compile a bunch of forms, hole punch them, and stick them in a binder. Now I can just click and generate a report for an auditor."*

## Looking Ahead

At the end of the day, Becky says if it weren't for Numara, her department could not deliver the quality of service it currently provides.

*"We would have to add another person, or at least half a person to function at this level. I have used Track-It! at companies as big as 600 people. I think once you get over that number, you really need to go to Footprints, but for a small internal IT group like ours, Track-It! really is the perfect tool. It solves a lot of problems in one shot. Most importantly, the price-point worked for our budget."*

## Who are we?

Numara® Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara® FootPrints® and Numara® Track-It!® collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom  
to simply choose  
the right solution for you