# Helpdesk tickets plummet with Hyperfish

> *"If you want an easy and efficient way to update your user's profiles and information, then use Hyperfish to do it."*
>
> Cory Roese
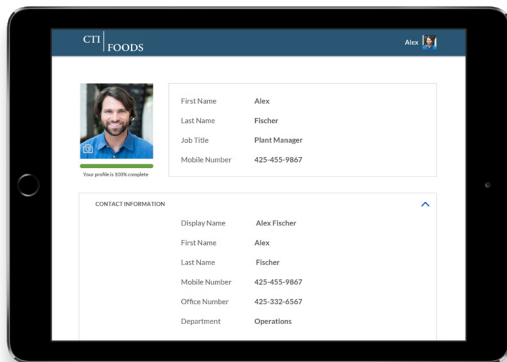> Director, IT Solutions/Infrastructure
> CTI Foods

## The Problem

CTI Foods, a leader in custom food and culinary solutions services restaurant chains across both North and Central America. CTI foods was finding it challenging keeping up with employee profile information across their expanding team and their 7 locations.

*"Our main issue was with missing or limited user profile information."* Cory Roese, Director, IT Solutions/Infrastructure.

Lack of profile information in Active Directory (AD) was leading to poor user experience and their Outlook address book was not a reliable source of contact information. At the same time their service desk was experiencing increased workload and tickets for employee profile updates.

**CTI | FOODS**

## The Solution

CTI Foods wanted to move away from their current process of managing profile information, as it was both manual and labor-intensive. The current process required employees to submit a request to Service Desk and then an AD/Systems Administrator apply the changes.

CTI Foods established 3 goals for their desired solution:

1. Improve the quality of Outlook address book information and employee profiles
2. Reduce Service Desk workload related to employee profile updates
3. Achieve an automated, yet governed experience for employees

After hearing about CTI Foods' predicament, an existing customer recommended they investigate Hyperfish.

From the first contact, CTI Foods saw how extremely easy and powerful Hyperfish is.

> *"The Hyperfish UI is so impressive we couldn't have built a better one internally without creating a massive project for ourselves."*

**Almost 90% of all profiles complete and accurate in a few weeks**

**Profile-based helpdesk tickets reduced by 90%**

## The Outcome

After seeing how Hyperfish could meet their goals, CTI Foods implemented the service to collect and manage all their employee profile information.

Through Hyperfish, CTI Foods have collected missing employee titles, offices, addresses, profile pictures, phone numbers, and manager fields. They have also achieved consistency in the format of profile information.

After just a few weeks of running Hyperfish, CTI Foods attained:

- ~90% complete and accurate employee profiles
- A reduction of employee profile-based helpdesk tickets by 90%

Cory acknowledges the good investment Hyperfish has been for CTI Foods and "all of the work we saved by allowing our employees to update their information themselves".

Ongoing, Hyperfish will ensure profile information is complete and accurate for both current and new employees, in addition the accurate data will feed the Outlook address book and be utilized for process automation.

> *"We intend to utilize the accurate data from Hyperfish to create workflows. Those workflows will now be aware of the locations, departments, and managers so that data can be routed correctly."* advised Cory.

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