



CUSTOMER SUCCESS STORY

EasyVista Helps Villanova University Provide One-Click Support for Any Device

ABOUT

Villanova University

Industry: Higher Education

Location: Villanova, PA

Ranking: #1 North Regional University, U.S. News & World Report

Scope: 10,000+ undergraduate, graduate and law students in six colleges

Website: www.villanova.edu

BUSINESS CHALLENGES

- End-of-life of BMC solution presented an urgent service management transition to make and gap to fill, requiring a flexible CRM-like solution.
- Constantly dealing with brand new client use cases and trends based on thousands of young adults continually pushing the IT envelope.
- Continue to facilitate innovative support and technology to faculty and staff.
- Needed to gracefully phase out laptop program while BYOD is becoming more prevalent across campus.
- Year-over-year increase in IP required devices on campus demanded a single point of service through self-help and service management solutions.

“It was not that long ago that Villanova issued laptops to every incoming student,” noted Nick Bruns, Senior Technology Services Manager at Villanova University. “Today we have to support whatever combination of IP connected devices a student may bring with them. We accomplish this by combining our ‘TechZone’ support areas with innovative self-service and knowledge base options for our students and faculty to utilize. We have integrated the TechZone’s processes with EasyVista, streamlining workflow, improving customer experience and greatly scaling the number of students we can serve through intelligent self-service and rapid resolution. Next up, we’re creating a seamless student experience leveraging EasyVista’s Service App’s technology. From campus maps to IT services and even reporting dorm room issues, it will be a one-click, single interface on any device experience. This puts Villanova’s ‘UNIT’ Technology Services in a position to greatly improve the Villanova Student Service Experience.”

Nick Bruns

Senior Technology Services Manager, Villanova University

- Desire to automate all processes for multi-location, multi-use ‘TechZone’ one-stop-shop campus IT support.

BACKGROUND

Located just west of Philadelphia, Villanova University was founded in 1842 and to this day, Villanova’s Augustinian Catholic intellectual tradition is the cornerstone of an academic community in which students learn to think critically, act compassionately and succeed while serving others. With more than 10,000 undergraduate, graduate and law students in the University’s six colleges, Villanova prepares students to become ethical leaders who create positive change everywhere life takes them.

BUSINESS CHALLENGE

Today’s college campus is a trend bellwether filled with students creating new tech use-cases every day. Amidst a year-to-year increase in IP connected devices, along with a phasing-out of the University’s undergraduate laptop program, Villanova faced an inevitable service management change and challenge (BMC ending support for Service Desk Express). Villanova University’s TechZone support staff and system, an integral part of “UNIT’s” (University Information Technologies) team, needed to both evolve and revolve its processes to be more seamless around student and faculty IT behaviors. In addition, strategies needed to be sustained and expanded to keep pace with the consumerization of IT and to provide modern self-help techniques to clients as well.

SOLUTION

Villanova evaluated more than 20 vendors before narrowing it down to EasyVista, Cherwell and ServiceNow. ServiceNow and Cherwell were eliminated for a variety of reasons, some including cost of licensing, licensing format, client server architecture and partner fit. EasyVista, on the other hand, brought a very simple and friendly contract that did not require a point-by-point licensing agreement. EasyVista immediately shone true with a favorable deployment and immediately won support with Villanova through strong, hands on customer service; both qualities quite welcomed based on past vendor experience.

BENEFITS

- Online priorities such as Networking support times improved due to built-in automated workflows.
- Replaced four systems with EasyVista to integrate and automate end-to-end TechZone processes, improved user experience, and decreased turn-around times.
- Streamlined TechZone intake reporting, providing better insight into best practices and items requiring assistance.
- Call-in turn around times for hardware and soft ware status can be done realtime.

WHY EASYVISTA

- Best mix of features, scalability, configuration and price after completing extensive 20-platform-search including BMC Remedy, ServiceNow and Cherwell.
- Ability to quickly achieve parity with the outgoing system (on stand up of new system) and the flexibility to make enhancements, including the later rollout of other modules such as project management.
- Visionary solution to keep pace of the Internet of Things (IoT), the cosumerization of IT while providing self-help strategy for clients.

RESULTS

With EasyVista fully deployed to parity level, Villanova's TechZone was able to replace four disparate, and manual support systems. "TechZone is running at its highest efficiency levels since we launched EasyVista," stated Bruns. "With the help of EasyVista, we've automated and streamlined the entire client support experience. Prior to EasyVista, we had a door counter, a paper system for walk-ups and if we took a device in for repair, then an electronic record would be created. To further complicate things, a ticket may not have been created if it was a wireless networking issue and not the device. In that case, there might be no record of the issue since the hardware was not left. If we did run a report, we had to mesh all of this activity and ticketing and door counter information manually in order to gain visibility into the business aspects of TechZone."

Bruns was able to tap into TechZone manager Christian Slater who empowered his staff of current student workers, to assist in creation of the new intake system over the summer. "This has been years in the making, seems like every TechZone manager has tried, we even went with a POS system but there was no integration so it only made things more complicated. Mr. Slater did an amazing job using EasyVista, combined with our Campus ID Card (wildcard) technology to change TechZone for the better. Now when students and faculty come through TechZone they swipe their card generating a ticket inside EasyVista. Our Campus ID Card database, appropriately called 'Wild Card,' now syncs with EasyVista, pulling over all the information about the student. Instead of simply stating what the issue was via paper form we now have a ticket for everyone who comes in, and there's tracking info so the support life cycle of the machine is distributed back to the student; when the repair is complete, they are told to come pick it up."

"And as far as recording, we're now getting a really accurate look at what we're doing and who's coming into the TechZone. Recently, we got ahead of the Fall break Senior rush that was coming in; many of whom needed repairs. With EasyVista, we had a view into trends and analysis which really helped us manage the flood of activity. It's so helpful to be able to look at the calendar, see the numbers, make some assumptions and be prepared. The EasyVista TechZone roll out has been so successful that we continued deploying at the Villanova Law School and CEER (College of Engineering) and we're getting the same accurate and streamlined information from those places as well. EasyVista has put one roof over this entire effort shortening turnaround times and reporting is

"We are very excited about the self-help aspects and future of EasyVista's Service App technology," stated Bruns. "When a student moves on campus and they need an Ethernet cable they'll be able to order one. If the TV Cable System is not working properly, they can make a request 'Stanford Hall, room 352 needs assistance.' Faculty and staff would benefit as well; 'We need a Blackboard account' or 'I need help with Office365' or 'my computer is really slow for some reason.' This is a vehicle to create an enormous, useful self-service catalog that simply does more for our client base than ever before."

now comprehensive and instantaneous. The proof is in the positive reviews we've received from campus students and staff.”

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200 enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education, technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists, and traded as ALEZV:EN.

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