



## Axios<sup>®</sup> assyst<sup>®</sup> Case study

### Manual service requests fall 30% after Home Properties adopts assyst self-service solution

#### The Challenge

Home Properties serves nearly 85% of its 1,200 customers remotely from the central Service Desk in New York. Previously, using the Frontrange HEAT IT Service Management (ITSM) solution, customers were only able to interact with the Service Desk via phone or email. This led to overstretched first-line support and lack of IT efficiency.

Additionally, request forms were difficult to find and fill out, often leading to submissions lacking key information. Even when they were completed correctly, obtaining approvals was difficult and time-consuming, as 85% of Home Properties' customers are located outside of Central Office. This made collecting approvals more cumbersome as they often had to be approved by teams faxing the form back and forth between various locations, requiring a physical signature at each stage.

The poor resolution speed was a concern for Home Properties, since it could cause dissatisfaction and a negative opinion of the IT Department and Service Desk – an issue Home Properties knew it wanted to avoid.

#### The Strategy

Home Properties' success story began six years ago, when they migrated from a legacy ITSM system to Axios Systems' solution, assyst. At its core, assyst offers powerful flexibility and was built on the ITIL® framework, a contributing factor in the decision to choose Axios as Home Properties' ITSM provider.

In the six years since Home Properties began using assyst, the maturity of their IT service has grown significantly, with a number of time- and resource-saving enhancements delighting customers across the United States. Home Properties now uses Incident, Problem, Change, Request Fulfillment, Self-Service (Service Catalog), Mobile and assystReset (password Reset). Some of the key initiatives include:

- **assystReset** - Implemented in October 2014, all site personnel, as well as the Contact Center, have the ability to reset their AD accounts (approximately 800 users).
- **ITSM in the Business** - Home Properties currently has Training, Facilities, Accounts Receivable, Property Management, and Marketing utilizing the assystNet self-service portal and the Service Catalog with Advanced Actions to process their transactional requests. Joellen McDougal, Service Desk Manager at Home Properties states, "This has provided departments other than IT with a system that would otherwise have had to be purchased and administered. Now they have activity-based data that will assist them with business decisions, assessing volume and managing resources."
- **Major Incidents** - During an Exchange upgrade, Home Properties was able to direct all users to three Major Events that were logged. This allowed users to identify one of three possible issues they could encounter as a result of the migration, attach themselves to the appropriate fault, and receive support without holding. A "Message Center" also provided direction for workarounds and "how-to's" while the Service Desk worked through the tickets.

Home Properties is a publicly traded multifamily real estate investment trust that owns, operates, acquires and repositions apartment communities in suburbs of major metropolitan areas, primarily along the East Coast of the United States. An S&P 400 Company, Home Properties owns and operates 121 communities containing 41,994 apartment units. For more information, please visit the Company's website at [www.homeproperties.com](http://www.homeproperties.com)

#### Challenge

- Overstretched 1st line support via phone/email
- Lack of IT efficiency

#### Strategy

- Self-Service for IT, Training, Facilities, Accounts Receivable and Marketing
- assystReset to allow users to reset their own passwords
- Quality and process improvement to monitor events logged incorrectly

#### Benefits

**\$43,000**  
per year saving



- **Quality/Process Improvement** - Using Actions, Home Properties can now monitor events assigned incorrectly and/or logged incorrectly. If an event is flagged with this action, the actioner will receive a follow up from the Service Desk that summarizes what they did with the information, how it was used to improve the process, or (in a case where there was no incorrect action) how the process works, so the Service Desk can manage expectations.

## The Benefits

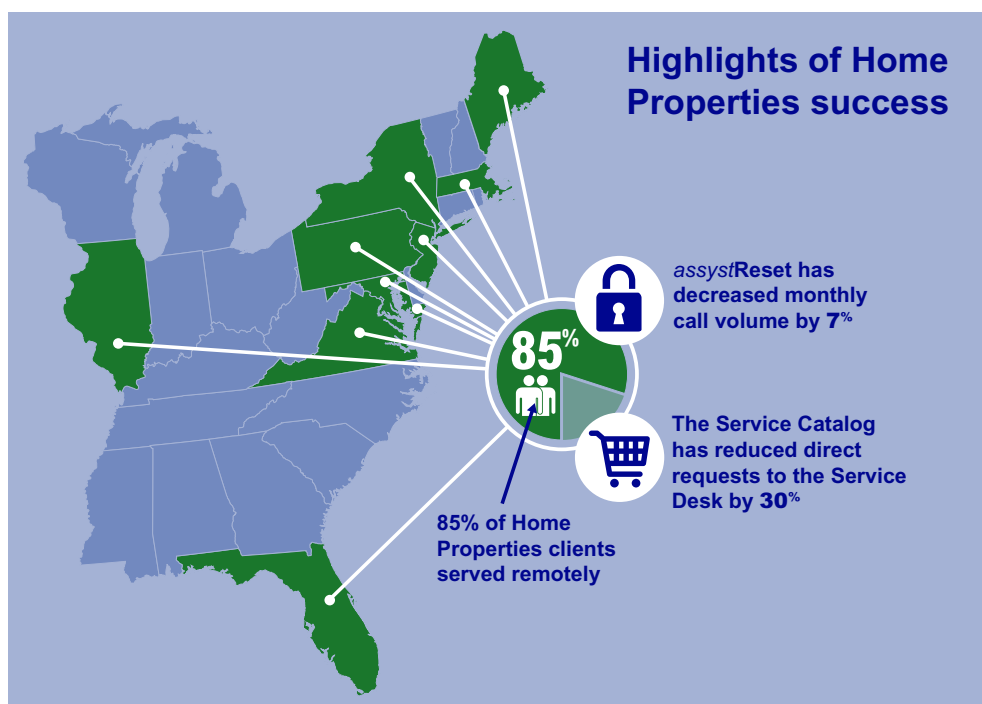
Home Properties has seen tremendous improvements from the implementation of the above initiatives, including:

**Cost Savings** – Ms. McDougal comments, “The Service Catalog and *assystReset* have allowed Home Properties to reduce operations by five hours per week. It is no longer necessary to staff the Service Desk on holidays, and the “on call” schedule has been eliminated. It has also validated that we do not need weekend staffing to support password resets.” Overall, Home Properties is saving \$43,000 per year in IT support costs due to the reduction in operating hours.

**Self-Service** – In the past, the Contact Center, which supports resident requests, would sometimes receive technical support calls during hours when the Service Desk was closed. They can now direct employees to the Service Catalog to log their own requests. The Service Catalog has also reduced the requests coming directly to the Service Desk for manual logging by 30%.

**Call Reduction** – *assystReset* has decreased monthly call volume by approximately 7%. During the Exchange Upgrade, 150 calls related to the upgrade were diverted to the Service Catalog, leaving agents free to provide support in an organized fashion, and assist callers with non-Exchange needs in a timely manner.

**Client Satisfaction** – Following the implementation of *assystReset* and Self-Service, Home Properties noted an increase of 10% in client satisfaction.



“*assystReset* has been well received by our users. The straightforward messaging and simple screens made it easy for our users to set up their security questions in order to begin using the service immediately. The fact that activity in *assystReset* is auto-logged in *assyst* is an added benefit and allows us to track password reset activity during off-hours of the Service Desk.”

“By inspecting any event that has an Action marked with ‘Flagged for Quality,’ we ensure that we are reviewing practices with each logger or user. An *assyst* User can take this action on an event that was logged in the Service Catalog as well, and when we see events with these actions we look to determine whether or not the customer chose incorrectly, or whether the service offerings could be more intuitive.”

Christina Sanfilippo, Operations  
Support Director, Home Properties



## Axios Systems plc

For over 25 years, Axios Systems has been committed to delivering innovative IT Service Management (ITSM) solutions that help customers improve not only their infrastructure operations but also to enhance service delivery across business functions including HR, Facilities Management and Finance. Axios is recognized as a world leader by leading analysts and their global client base, with a 100% focus on service management technologies.

Axios's enterprise ITSM software, *assyst*, is purpose-built to transform IT departments into profitable business-focused customer service teams. *assyst* adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges across the organization. In 2014, *assyst* was accredited for all fifteen PinkVERIFY™ ITIL® processes, and was the first technology vendor to do so within a single solution.

For more information, please visit our website at [www.axiossystems.com](http://www.axiossystems.com)



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