

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

### University of Canterbury Enables Efficiency for Students and Staff with assyst

#### The Challenge

A review of ICT Services at the University highlighted how poor Service Management processes were contributing to major communication and responsiveness issues. The review highlighted a large number of shortcomings in the University's then-current processes and workflows. As a result, new positions were created to focus solely on Service Management.

During this time, BMC Service Desk Express was chosen in an attempt to quickly apply better processes to the University's management of Incidents, Change Requests, Service Requests and Problems. However, the software enforced lengthy workflows which could not be modified, wasting valuable time and resources to enter Incidents and Service Requests. Reporting was also inefficient and inflexible and the University eventually began utilising Crystal Reports to gather information.

Another hurdle was that the user experience for support staff was not intuitive, resulting in poor uptake and doubts as to the benefits of Service Management internally. There was a lack of visibility for end users and no Self-Service was available. In addition the University were unable to manage change and their thousands of assets effectively, partly due to limited search functionality.

During a restructure of operations under the lead of Andy Keiller, CIO, the University's Service Delivery team decided to replace their BMC IT Service Management (ITSM) software. The aim was to implement one solution to meet the needs of the Learning Resources department, which encompasses IT as well as Audio-Visual, Campus Services and Library Services. A single Service Desk was required to meet the needs of Student Services, HR and Finance.

The University needed an ITSM solution with simple workflows which would be fast to deploy and monitor and which would improve tracking and reporting. They required the ability for self-logging by students and staff that would also provide an intuitive interface and positive user experience, and an Incident and Change Management solution that was fit for their purpose.

#### The Solution

With positive feedback from a global university that was already using Axios System's ITSM solution, assyst, the University of Canterbury felt confident that they could also achieve success within their own environment with assyst.

To address the lack of visibility and inefficient workflows, the University implemented assyst Incident Management and Asset and Configuration Management. In a later phase Change, Release and Problem Management were implemented. Combining all of these processes into a single solution provides them with full visibility across their business and the ability to control and manage all Assets and Services.

Using the Reporting Wizard in assyst, along with the real-time information via dynamic dashboards, the University has gained actionable business insight. The Reporting Wizard provides report templates for accurate, fast and reliable data. Designated users also create custom reports to see the information they need, when they need it.

The University of Canterbury provides world class research and education to over 15,000 students and employs more than 1,500 staff. Formerly known as Canterbury College, University of Canterbury is proud to be the second oldest university in New Zealand, with a history dating back to 1873.

Today, the University offers undergraduate and postgraduate courses in over 50 disciplines. It has a number of specialist research centres and six halls of residence providing board for up to 2,000 students

#### Savings



less calls to Service Desk within  
first 6 months of implementation

**8,300**

assets tracked via assyst

#### Efficiency



Uptake of the assyst Self-Service  
portal for library services  
within 6 months

- Time saved due to efficient Incident & Problem logging
- Ability to report and benchmark to utilise staff appropriately

The University of Canterbury recognised additional challenges within their Library Services and Campus Services processes which they felt *assyst* could address. Due to the success initially seen when rolled out to IT, they are now rolling out *assyst* to these departments and adopting the *assyst* Self-Service Portal for remote request logging by staff and students.

Over time, the Self-Service Portal will be rolled out across the entire University for the majority of administrative service areas, covering both staff and students. It is currently being adopted by the Audio Visual Department and also Campus Security.

## Results

The University is now managing more than 8,300 assets within *assyst*. With asset numbers set to increase each year, the University aims to begin utilising more of *assyst*'s functionality to enable simple compliance for licenses, and the ability to track, refresh and retire assets seamlessly.

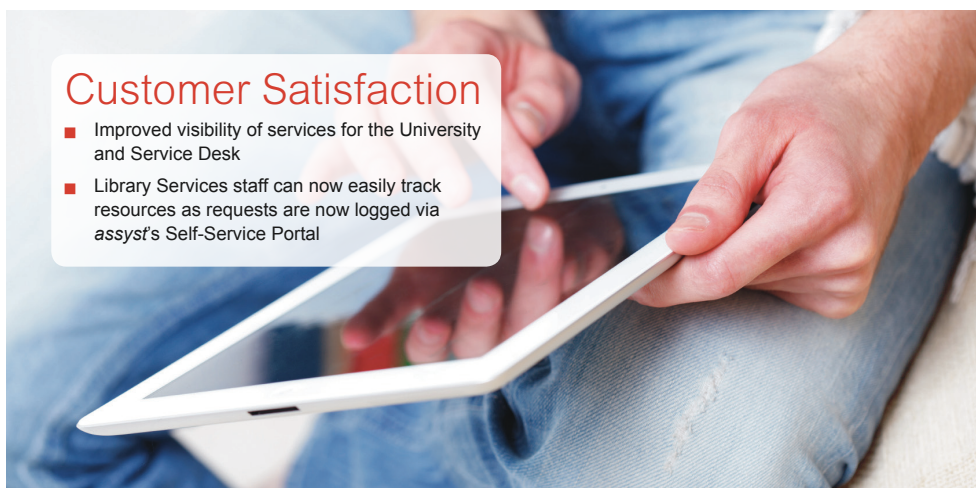
Incident logging has also been much more efficient with the use of *assyst* and the time taken to log a call has drastically reduced, with staff on the Service Desk more at ease with this process. Both staff and students now have the ability from web or mobile to log their own Incidents and have full visibility of their progress without having to call IT or Library Services. This is resulting in the University seeing an 8.5% incremental increase in self-logging requests on a monthly basis. With this procedure previously handled by email, this has reduced the workload on staff and created happier end users.

The support desk have also now been able to completely phase out email incident logging on the general support desk email address and have all incidents and requests directly logged by students and staff via the Self-Service Portal.

Within Library Services, requests for high demand learning resources are now logged via *assyst*'s Self-Service Portal. This means that all requests are now visible to all relevant library staff leading to less delay in handling of the requests, thus allowing the University to deliver a better service. It is also easier for the library staff to track whether a request has been completed or not as a request remains open and visible to all library staff until all requested materials have been supplied.

Library Services have been impressed with the uptake of the *assyst* Self-Service Portal within their department and have seen an excellent uptake of 50% within only 6 months. Overall, the university saw a 15% uptake on Self-Service Portal for IT and Libraries. This reduces the pressure on the Service Desk by allowing staff and students to log and track their own requests and feedback has been very positive.

Reporting has highlighted further efficiencies such as saving time, reducing support costs and improved end user satisfaction. There has also been a cultural shift, with end users ranking higher satisfaction scores overall.



*“The implementation of the Self-Service Portal has significantly improved our engagement with our customers and has produced savings in time and effort through reduced processing of email requests.”*

*“The Axios Systems team had clearly addressed the requirements set out in our RFP Documentation. Not only did they answer the question of assyst’s capability, but also commented on how we could expand the use of the same functionality in the future phases of our implementation.”*

**Andy Keiller, CIO**  
University of Canterbury

*“We are able to improve our services to our customers in assyst & Self-Service by real time and historical reporting.”*

**Amy Wilson & Clive Keylard,**  
Service Management Team



### 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)

