

University of Roehampton

Customer Success Story



Industry: Education

Geography: United Kingdom

BMC Solutions: BMC FootPrints



Challenge

- To have a robust, multi-departmental, flexible service desk solution that would improve efficiency and eventually lead to cross-departmental automation.

Benefits

- In three months Library Services has dramatically reduced call resolution times whilst dealing with increased numbers of enquiries
- The self-service portal has freed up staff time, allowing them to be reallocated to other activities
- The Property and Facilities Management department has improved its closure rate from around two months to an average of less than a week on most jobs
- All departments now have the ability to track, report and effectively manage resources

The University of Roehampton's search for a robust, multi-departmental service desk solution ends with BMC FootPrints

The University of Roehampton needed to implement a solution to comply with Sox, and track work orders more efficiently with a robust, multi-departmental, flexible service desk solution that would improve efficiency and lead to cross-departmental automation.

The University of Roehampton chose to implement BMC FootPrints in both the IT department and Property and Facilities Management department in early 2009. The University was looking to deliver improved service desk facilities in preparation for the student influx towards the start of the academic year, where a rash of service calls ramps up pressure on the university's support staff. By August 2009, the University of Roehampton decided they wanted to further extend BMC FootPrints' multi-departmental capabilities to provide a robust and flexible Service Desk solution into the Library Services department.

The Solution & Key Benefit

BMC Footprints offers the University a multi-project and multi-departmental service desk. The Property and Facilities Management department receives between 60-80 calls per day on average from students logging calls for various departments across Property and Facilities Management. These incorporate maintenance issues including defective light bulbs, problems in the grounds such as trees that have come down, and requests for porters.

Toby Beehan, IT operations manager, said that before they implemented BMC FootPrints, the service desk, which was run by the IT department, was very IT oriented, and wasn't flexible in terms of meeting their specific needs.

"We were heavily reliant on the IT department and we really wanted our own customisable service desk solution that we could

manage and administer ourselves. Our management of support and maintenance requests was quite poor, as we didn't have the ability to search for jobs by reference number, we couldn't track requests effectively, we couldn't determine resource usage, and our response times were generally quite bad."

The Library Services department previously had an IT solution coupled with a paper-based system to manage all the department's statistics and administration but that was proving unsatisfactory for their needs. After seeing BMC FootPrints in action, they also decided to implement the service desk solution.

Gary Corcoran, Enquiry Services Librarian in the Library Services department, commented, "We didn't have an effective system in place to manage all of our general administration within the department. Our old system wasn't allowing us to do everything that we wanted to do, and we weren't good at recording the enquiries that we were receiving. We actually had no way of measuring anything. So naturally, we wanted a solution that was going to allow us to know how many requests we were getting and how quickly we were resolving them to ultimately make our service management 100 percent better.

"BMC FootPrints allows us to do this, and the self-service function also allows students to have an easily accessible service that they can manage themselves. Students can make enquiries about lost cards, book appointments with subject specialists, query fines and make membership requests."

The Benefits: More Time for Staff & Improved Closure Rates

Both the Library Services and Property & Facilities Management departments have been impressed with BMC FootPrints and how it has helped them enhance their service desk function over the last few months; both departments are looking forward to adding further functionality to their service desk offering in the future.

Beehan says that BMC FootPrints has helped the Property & Facilities Management team improve its response times and the department is now closing the majority of its jobs within one week, as opposed to two months with the old system.

"We've got tighter control of all support requests, our communication throughout the department is much better, we're producing more comprehensive reports for senior management, and our customer base has increased from 1,500 to around 10,000. I think students are feeling more confident with the new system and there's been a 61 percent increase in the number of jobs being logged through the service desk."

- Toby Beehan, IT Operations Manager

"Previously we would have quite a few requests sitting in the IT system for months. However the priority rating capability for all incident requests has helped alleviate this because all requests are now given rankings in terms of urgency. Staff and students are also able to check job statuses at any one time and we've now got the ability to track productivity and trends throughout the department.

"It's also really helpful that we have the ability to customise BMC FootPrints to provide what we want, and I can make any enhancements directly within the solution. Again this saves us time because in the past this was in the control of the IT department.

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Beehan added that BMC FootPrints has also allowed for better automation and communication across the campus. The self-service portal is directly linked to the maintenance team's handheld mobile devices allowing them to manage their workload more efficiently.

Corcoran said that BMC FootPrints has changed the way the department works, allowing Library Services to manage everything a lot better.

“Previously we had no way of measuring the number of requests and we had no way of tracking where things were at, and some requests could be sitting there for months on end. In the space of the three months since implementing BMC FootPrints we’ve dealt with 8,810 enquiries, which include requests submitted on online and customer walk-ups. On average, we’re responding to more than 85 percent of support requests within two days, which is really great. This information is really valuable to us moving forward to ensure we are providing an efficient service.

“We’ve noticed a reduction in call volumes to the Library Services department too, as the self-service facility has allowed students to find answers themselves before submitting an enquiry to us. This then frees up our own staff’s time for other activities as there have been fewer enquiries to respond to. At the moment, we’re just getting started with BMC FootPrints and have barely scratched the surface of all of its capabilities, but I’m definitely looking forward to using more of its functionality in the future.”

About the University of Roehampton

The University of Roehampton is the only campus university in London, located in the south-west of the city, about 30 minutes from the West End. Our campus offers excellent facilities for learning and teaching, and a wide range of opportunities for students to get involved, through volunteering, playing sport, or joining one of our many student societies. Some 9,000 students attend the University, 25% of whom are postgraduates. There is a cosmopolitan atmosphere, with more than 130 different nationalities on campus. We have a proud history stretching back 170 years through our four Colleges. At the same time, we have a very contemporary outlook, preparing our students for success in the modern world.

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