



50% faster incident response

<2-hour audit response

2MM students in 2,900 schools



Gauteng Department of Education

INDUSTRY

Government: Education

CHALLENGE

Support the digital learning needs of two million students and thousands of teachers in hundreds of high-tech classrooms.

SOLUTION

Remedy Service Management Suite delivers modern service desk capabilities that enable ICT to support a growing number of users and devices.

PARTNER



CHM Vuwani

BMC is a global leader in innovative software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

South Africa’s Gauteng Department of Education transforms ICT to support a digital learning strategy for 2MM students

BUSINESS CHALLENGE

Gauteng Department of Education (GDE), a provincial organization in Johannesburg, South Africa, is rapidly replacing traditional educational methodologies with digital learning. GDE’s goal is to enhance the educational experience of its students by providing them with the values, knowledge, skills, and qualifications they need to succeed. To support digital learning, GDE’s information and communications technology (ICT) staff has launched a digital enterprise management strategy that streamlines and automates service management processes by ensuring teachers and students have the IT support to expand their e-learning initiatives.

BMC SOLUTION

Working with CHM Vuwani, a BMC partner, GDE has boosted productivity by implementing modern digital service management with Remedy Service Management Suite. The Remedy service desk provides the functionality and scalability required to support more than two million students in Gauteng’s 2,900 schools.

BUSINESS IMPACT

In addition to automating tasks such as ticket creation and assignments, Remedy provides robust mobile capabilities that enable field technicians to be productive at any location using a smartphone, tablet, or computer.

- Response to issues and requests previously took two to three days; now **field technicians respond in one day or less.**
- The staff can **produce audit reports in less than two hours**, as compared to an effort that previously took five days to complete.
- IT **speeds ticket creation and troubleshooting by presenting relevant information**, including user profiles, historical data on previous issues, and recommendations for fixes.

“We’ve improved service levels and we’re absorbing a rapidly growing number of users and devices without increasing the size of our support staff,” says Somayya Jooma, deputy director of service management, GDE. “We expect to see even more improvements as we expand our use of Remedy.”

