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

Savings

50%

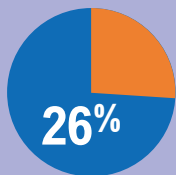- 50% less calls to Service Desk within first 6 months of implentation

8,300

- 8,300 assets tracked via *assyst* (to double in the next year)

Customer Satisfaction

- Improved visibility of services for the University and the Service Desk
- Library Services staff can now easily track resources as requests are now logged via *assyst*'s Self-Service Portal

Efficiency

26%

- The University saw a 26% uptake of the *assyst* Self-Service portal for Library Services within six months
- Time saved due to efficient Incident & Problem logging
- Ability to report and benchmark to utilise staff appropriately

"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."

Andy Keiller, Acting CIO
University of Canterbury

The Client

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.

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, Acting 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, Facilities 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.

Axios
SYSTEMS

"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 more than 25 years, Axios Systems has been committed to innovation by providing rapid deployment of IT Service Management (ITSM) software. With teams in 22 locations globally and over 1,000 successful customer SaaS and on-premise deployments, Axios is a worldwide leader in ITSM solutions, with an exclusive focus on ITSM.

Axios's enterprise ITSM software, *assyst*, is purpose-built, designed to transform IT departments from technology-focused cost centers 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.

Axios is headquartered in the UK, with offices across Europe, the Americas, Middle East and Asia Pacific.

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 efficient workflows, the University implemented *assyst* Incident Management and Asset and Configuration Management. In a later phase Change, Release and Problem Management will be 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 recognised additional challenges within their Library Services and Facilities Management 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 all administrative service areas, covering both staff and students.

Results

The University is now managing more than 8,300 assets within *assyst*. With asset numbers set to double over the next year, this enables 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.

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.

Finally, *assyst* has enabled reporting on cost per call and number of calls per day, allowing the Service Desk to appropriately manage their resources. Reporting has also 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.

For more information about Axios Systems, please visit our **website**, **Twitter** or **YouTube** channel.