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VI Service Desk assists Manitowoc County of Wisconsin to facilitate improved Customer (User) Satisfaction, Increased Support Center Efficiency, and Centralization of IT.

Testimonial by: Michael P. Piron, Network Engineer (Information Systems Department of Manitowoc County Wisconsin)

Which specific needs does the VI Service Desk address?

VI Service Desk provides our Information Systems Department with a robust set of service desk organizational & communication tools.

There are several needs, within our organization, that VI Service Desk has been able to help us address.

Improved client satisfaction levels

The VI Service Desk's interface has improved the ability of our support center to respond efficiently to client tickets by streamlining the support process flow. From the creation of tickets, through their completion, VI Service Desk provides a way to efficiently manage workflow, resulting in a timely and professional response; ultimately providing a satisfying support experience.

Increased efficiency within our Support Center

VI Service Desk has provided our Support Center with the ability to create service tickets quickly & efficiently. The robust features of the software allow tickets to quickly be associated with the appropriate client, be categorized, and assigned to an appropriate technician.

Enhanced communications within the support team

The VI Service Desk solution has provided us with an easy-to-use interface for technicians to use when interacting with client tickets. The interface provides an efficient way to record diagnostic/troubleshooting information for each ticket; and also provides the capability for technicians to review all of the information associated with a particular service ticket. These abilities have allowed our technicians to more effectively cooperate & collaborate on open issues; these communication enhancements have certainly been beneficial to us as a service center.

Centralized information repository

Historical ticket information, and the ability to create an integrated Knowledge Base, within the VI Service Desk application has provided our support staff with the ability to efficiently store, retrieve, and share information. The stored information has greatly improved the troubleshooting efficiency of our organization.

Are you using IBM Hardware - Servers, Storage Repositories in conjunction with the VI Service Desk?

We are utilizing the VI Service Desk solution in conjunction with several components of our IBM infrastructure. The VI Service Desk application resides on an IBM iSeries hardware platform. The VI Service Desk application is installed on, and integrated into, our IBM Notes/Domino environment.

Through simple configuration and integration with Lotus/Domino, we have been able to provide our clients with several abilities that contribute towards enhancing their overall the support & service experience.

As previously mentioned, VI Service Desk has allowed our support team to streamline communications through allowing clients to email the Service Desk, and have support tickets automatically created for them. Configuring VI Service Desk to work in conjunction with Notes/Domino has also provided us with the ability to automatically email a variety of status updates to our clients as that client's support tickets are created, updated, held/resumed, or closed.

Additionally, by integrating VI Service Desk with our Lotus/Domino environment, we have been able to provide clients with a browser-based support portal in which the clients can open, update, or close tickets; monitor the status of their support requests; or view knowledge base articles.

➤ Reporting and Consistent Service Increases Employee End User Productivity

Implementing a Service Desk solution that empowers end users to solve their own problems helps save time and increase productivity. If a user/employee saves 30 minutes a week with an average hourly pay scale of \$15 per hour; a savings of \$300 is saved annually for one user. If an organization has 1,000 employees - savings of \$300,000 can be realized in one year. What appear to be small improvements in productivity have a large impact on an organizations bottom line over the course of a year.

Implementing consistent processes and services for analysts and end users helps generate meaningful data that can be used for valuable reporting. The VI Service Desk's Powerful Ad Hoc Reporting tools help analysts quickly locate key problem areas which further promote cost savings and timely/accurate service.

➤ Evolving with your Organization

The VI Service Desk is designed to evolve as an organization's demands grow. Service Level Agreements, Escalation Rules and Automatic Ticket Assignment Routing can be implemented in a variety of ways to help meet your Help Desk's exact requirements.

From a small company of 2 analysts to a global business of 100 analysts the VI Service Desk is ready to meet the challenge.

Feel free to ask us for references to see personally how the VI Service Desk has helped our customers achieve success . contact@velocityintegrations.com