

VI Service Desk

Empowers Alpine Electronics to easily distribute/assign work tasks - save time through increased productivity and provide management with reports that validate IT Operations

Alpine Electronics of America, Inc. is the industry-leading manufacturer of high performance mobile electronics. Founded in 1978, Alpine is the only manufacturer specializing in mobile multimedia, an integrated system approach incorporating digital entertainment, security and navigation products for your mobile entertainment. As a consolidated subsidiary of Alps Electric Co., Ltd., one of the world's premier manufacturers of electronic components for computer, communications and car electronic equipment, Alpine is the specialized supplier of quality mobile electronics systems.

Key Tools and Services to help make Alpine's day to day tasks easier.

- Auto Task Assignment
- Prioritizing Work
- Affordable Custom Enhancements
- Velocity Integrations
- Excellent Support
- Robust Ad Hoc Reporting

The interview with James Miyoshi (Information Systems)

1. In what ways has the VI Service Desk helped save your IT Help Desk Staff time?

In general, it has helped with prioritizing and giving management a better view of the distribution of work.

2. What challenges were you faced with before implementing the VI Service Desk?

The challenge was to find a feature rich but easy to use solution that could be customized to our unique needs. VI Service Desk allowed us a nice template to start with and some reasonably priced customizations to get us to where we wanted to be.

3. How long did it take to start realizing a return on investment?

Almost immediately. Our in house solution ended up costing us much more than initial estimates when our on-site development consultant left the project suddenly.

4. Were there features that you were not aware of or began to use that helped make your staff more productive?

We are aware of most of the features and are rolling them out in phases.

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| 5. What are some bullet points that stand out when thinking of the VI Service Desk? | <ul style="list-style-type: none"> a. Top-notch support b. Good value |
| 6. How does Reporting help your organization? | Reporting was a necessity and with the expanding use of contractors, it gives us the ability to monitor and distribute workload more efficiently. |
| 7. How much of a factor does the intuitive nature of the Service Desk help save time and cost? | It helps on the learning curve as well as for acceptance by analysts. |
| 8. How easy was the Service Desk to install/implement? | Very Easy. |
| 9. Have you taken advantage of the web interface? | A little. It may be added to the intranet portal but is awaiting some strategic roadmaps. |
| 10. How would you rate your Technical Support? | The support from VIS has been some of the best our IT department has ever received from ANY company. |

➤ **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



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