

Industry

Nonprofit

Business Size

SMB

Location

Raleigh, NC

Customer Since

2015

Replaced

BMC Track-It!

Use Case

IT Asset Management and
Service Desk

Favorite Feature

Service Catalog

Enhancing Service Delivery and Creating Positive User Experiences with Samanage

Background

Since 1974, East Coast Migrant Head Start Project (ECMHSP) provides dual-language early childhood education and comprehensive Head Start services to children of migrant and seasonal farmworker families. ECMHSP serves more than 3,000 children annually, ranging in age from six weeks to five years old.

Challenges

ECMHSP has approximately 45 sites in six states, delivering vital services to children and families. Early last year, it was determined the help desk system posed a slight risk in continuing the successful delivery of those needed services.

"We didn't have a great help desk system before Samanage," said ECMHSP IT Manager Andy Pederson. "This led to fractured service delivery to our internal clients and negative user reviews."

ECMHSP was using BMC Track-It! prior to Samanage and struggled with the lack of ease in using the software. "It wasn't intuitive from the internal client's perspective," said Pederson. "It didn't give us the level of detail in user metrics and SLAs."

Solutions

ECMHSP focused on key criteria while researching new solutions, with simplifying IT service delivery for internal clients as the priority. A part of that simplification process was getting a solution that allowed ECMHSP to provide a service catalog.

Solutions that were cloud-based and cost effective were also important factors in the vendor search process. "Samanage was really aggressive on price and provided a low barrier to entry into an ITIL-based help desk," said Pederson. "We also wanted a cloud-based help desk that provided the ability to access it from anywhere, removing the requirements of maintaining a SQL database."

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Benefits

ECMHSP wanted to implement a system that delivered a positive user experience; measurement showed a CSAT of 96% after Samanage implementation. "The ability to track this metric, along with Samanage's other custom reporting capabilities, have been a net gain for us," said Pederson.

Tracking proved pivotal during audits. "The Samanage inventory agent easily provided inventory of all of our assets, significantly reducing the amount of time we spent preparing for audits," added Pederson.

Samanage gave ECMHSP an edge in streamlining IT processes. "We've had about 50% reduction in ticket response time and about 60% reduction in time savings for hardware-related support tickets," said Pederson.

"Now, you can easily look to see if it's out of warranty, instead of someone sending you an asset tag, you having to look it up, etc."

With teams outside of IT looking to adopt Samanage into their processes, the return on investment will only continue.

We'd love our next success story to be the one we write together with you. Let us know how we can help at 888-250-8971.

"The ROI moving IT from on-premise to a cloud-based solution was a 25% reduction in overhead time related to help desk. A year in a half into the product, it has paid for itself."



Andy Peterson

ECMHSP IT Manager

samanage

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