Industry

Technology

ITSM Challenges

- Current process could not track the lifecycle of an asset

- Processes and tools were not in place to scale with rapid growth

- Manual processes needed to be automated to ensure due diligence

Outcome

With Samanage, Bluedrop has the ability to budget more efficiently, prepare for upcoming purchase requirements, and move the team from repetitive tasks to larger projects.

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Bluedrop Becomes a More Proactive IT Team Through IT Service Management

Background

Bluedrop Performance Learning Inc. (BPL) is the holding company for Bluedrop Training and Simulation Inc. (BTS) and Bluedrop Learning Networks Inc. (BLN), providing management oversight and shared corporate and financial services. Bluedrop believes that at the intersection of technology and learning, new levels of operational success and improvement can save lives.

Challenges

Utilizing the Google Apps Marketplace, Brad Yetman, IT Director at Bluedrop, found a help desk solution that met their minimum requirements of collecting tickets, assigning them, and giving the IT team the ability to recognize and resolve incidents. At the same time, in terms of lifecycle, they didn't have anything in place to optimize asset inventory tracking.

"We knew we needed an IT service management solution, but the real deciding factor was the fact that we were taking over a company with over 90 new users," said Yetman. "With that influx of assets, mobile devices, and servers, our existing in-house solution was not going to cut it. We needed to automate things and show that we were doing our due diligence during the acquisition."

"I wanted something that was a SaaS solution," said Yetman. "I was not in the market for installing an appliance or server in-house. The idea of just having it in the cloud and having someone else manage that sort of infrastructure was appealing to me."

After looking at Samanage, a cloud-based solution, and a competitor that was an on-premise tool, Yetman saw the true difference and value. With on-premise, the Bluedrop team would have had to purchase equipment, install the software, and pay for the licenses.

"The initial start-up costs were just way too much with the other option," said Yetman. "The fact that we could deploy Samanage so simply, and not have to purchase any additional hardware, was really one of the deciding factors."

Solution

As Yetman and his team began the search for a new solution, the primary focus was IT asset management and the ability to better maintain their IT inventory. They wanted to better see into the hardware lifecycle and find a solution that could give easily provide them with reports and insights. Through an Internet search, Yetman found Samanage.

Benefits

The integrated service desk and asset management was a critical feature for the Bluedrop team. "Once we tried out Samanage, we were able to see the assets associated with a help desk ticket and track those," said Yetman. "We were suddenly able to make correlations, like perhaps this computer should be replaced because there's been

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Brad Yetman
IT Director

multiple help tickets in the last month. We can now look into why this is happening. Using Samanage helps us be more proactive as an IT team."

"Once I had Samanage deployed and installed on computers, the big thing for me was when I looked at my inventory and all of the information was pulled into there. It just blew my mind," said Yetman. "With Samanage, we can run reports and say okay these 48 computers need to be replaced this year. It helps us so much more with budgeting and just being prepared a bit more for lifecycle changes in PCs and Macs."

Bluedrop has central offices as well as remote, work-from-home users, making it difficult to track where their assets were and ensure that users weren't installing software that shouldn't be on a device. "Stuff like that did not exist before Samanage for my team," said Yetman. "Finding out risks before it becomes a disaster, whether it's a virus or a computer reporting no anti-virus software… before Samanage, I didn't have that capability."

"I think the biggest change since we've implemented Samanage is that we can now budget appropriately, and better prepare for purchases for the next quarter, or year," said Yetman. "With Samanage, I have better visibility into what my team is doing, and ultimately how I am doing as a manager. All of that is done seamlessly and automatically, enabling me to focus on greater issues. I've been definitely more than pleased with Samanage over the last couple of years."

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.

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