PRAGMATYXS

Industry

Technology

ITSM Challenges

- Customers" were different businesses that required specific organization within their systems.
- Issues setting up logins for individual users led to security concerns.
- Responsibility of hosting on-site was becoming a burden on the IT team.

Outcome

Samanage helped to streamline Pragmatyxs overall management, including updating tickets, finding solutions, and creating customers in less time thanks to the intuitive user interface.

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From Legacy Solution to IT Service Desk Excellence with Samanage

Background

Pragmatyxs works with IT, Manufacturing, and Quality to ensure a smooth communication between ERP systems and a company's barcode and product labeling software. Pragmatyxs is a lead integrator of barcode solutions in the auto identification.

The Pragmatyxs IT team supports organizations that use their products with a unique support desk set up that allows Pragmatyxs to answer questions and requests quickly across different products and companies.

Challenges

Jeremy Jellum, product support engineer at Pragmatyxs, found that the solution they were using, BMC FootPrints, was complicating the way the support team utilized their service desk. It was also difficult to switch between the companies they supported. "FootPrints has workspaces. We could create a workspace around individual companies," said Jellum. "But, we would need to configure all of the options, including SLAs, solutions, and fields for the incidents within each workspace. If you didn't have a site for that customer, you then had to setup a new workspace for the customer."

Not only was the scalability and movement of the service desk hindered, but the Pragmatyxs team was challenged with configuring the email notifications to meet their needs. "We needed to receive email notifications from new or updated tickets and we had complications configuring these in FootPrints," said Jellum. "Plus, the user interface was not appealing for our customers to submit tickets. There was one login for each company we supported, instead of individual logins for each user, leading to security concerns within the team."

The concerns were not only limited to the service desk. Pragmatyxs concluded that they wanted to get their assets and tools into a cloud-based solution. They no longer wanted the responsibility of hosting on site. "Our staff is often operating remote from our corporate offices and there is also the concern of winter in our home state of Washington and possible power outages," said Jellum. "Being able to have an off-premise solution was one of the main drivers in us seeking a new service management solution."

Solution

With so many IT service management options out there, Jellum was not sure what to expect in his search, but he knew what he wanted.

There were five critical features that Pragmatyxs needed in a service management solution:

- Ability to easily add and access solutions in a knowledge base
- Tracking and notifications for service level agreements
- An intuitive self-service portal with an easy-to-use interface for users
- Contract management with notifications for renewal dates

He began looking into FreshDesk, ZenDesk, and Samanage. He quickly found that Samanage was the most transparent of the group. With the other vendors he had to create an account and look into the application on his own rather than walking through it with a product specialist. “It consumed a lot of time because we wanted a solution that could be tailored to our company,” said Jellum.

“The dashboard and the setup was very intuitive and easy to use,” said Jellum.

Jellum found that Samanage gave them an all-in-one area to search and filter data from tickets using the drop downs, which was crucial. Right away they found it easier than ever to pull information

Benefits

Samanage enabled the Pragmatyxs IT team to quickly respond to requests. With a new knowledge base available to users through Samanage, they can now search for their own issues, while the support team continues to add new solutions.

Before Samanage, to get the information they needed from open tickets, Pragmatyxs would have to go through a menu with multiple steps that weren’t intuitive. “It’s so easy to get the information we need with the Samanage drop downs and filters,” said Jellum. “The filtering itself has decreased the amount of time it takes for us to lookup the information for a current ticket or if we’re just trying to figure out what issues are open. It’s just a click of a button.”

Quickly after implementation Pragmatyxs discovered that a location field wasn’t being filled in for certain customers. With Samanage the resolution was simple – make the field mandatory. In just a couple of clicks they were able to configure the information they required for each site they work with.

Pragmatyxs has seen a decrease in ticket response time because they now have the ability to create tickets through email. If a customer doesn’t use the Samanage self-service portal, they have the option to send an email to the Pragmatyxs IT support team.

> *"With Samanage, all we have to do is forward an email and it decreases time significantly in creating and responding to tickets."*

Jeremy Jellum
Product Support Engineer

Once that email has been received, the team can make a few edits to better fit what they need and forward the email to set up the tickets in Samanage. “Now, with Samanage, all we have to do is forward an email and it decreases time significantly in creating and responding to tickets,” said Jellum.

Conclusions

Samanage has streamlined the overall management of the Pragmatyxs support team’s activity and processes. It’s made the process of updating tickets, finding solutions, and creating customers less time consuming and more intuitive than their previous solution. With the add on of contracts and asset management, Pragmatyxs has a cloud ITSM solution that is scalable for the future, easily manageable, and remotely accessible from any location.

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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