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Samanage IT Service Desk Ignites Efficient Communication Throughout Unyts

Industry

Healthcare

ITSM Challenges

- Inability to customize old solution to meet the needs of the team, while also looking holistic to the user.

- Executive team needed metrics and reporting, which was often unorganized and diffuclt to pull.

- To continue with old solution that wasn t meeting their basic requirements, costs would go up.

Outcome

With Samanage, Unyts was able to streamline the ticket process and ensure that end users receive ongoing notification and documentation regarding their tickets.

Background

Headquartered in Buffalo, New York, Unyts is a leading organization for organ, tissue, and eye procurement. Unyts also operates as a non-profit assisting donor families throughout the donation process. In 2007, Unyts added a community blood banking service to support Western New York area hospitals.

Challenges

Matt Mowrey, Director of IT at Unyts, and his team were using a small portal called ConnectWise for their IT service desk needs. But, they were limited with their ability to customize the portal. The team at Unyts did not have control over any of the drop downs or tables. "Basically, what was there is what we had to use," said Mowrey.

The portal was also limited in its reporting abilities. Mowrey needed to provide reports to the executive team regularly and the ConnectWise system did not allow them to pull metrics on tickets or trending issues. "The system was so generic that it didn't really hold us up day-to-day," said Mowrey.

Unyts was working with a service provider that supplied the ConnectWise system, but Unyts decided to cut their contract. With that decision it was going to cost them more to keep the ConnectWise system in place. The team at Unyts decided that if they were going to pay more for an IT service desk, they wanted a solution that was really going to meet their needs.

Solution

With a Google search, Mowrey found Samanage and Spiceworks. As he looked into the IT service desk vendors, there were a few features that were important to him and his team:

- Ease of use for both the IT team and the end users

- Ability to customize the solution and make changes from the field

- Mobile access

- Visibility for end users to see where their tickets are in the process

- Knowledge base and resources for users to check before submitting a ticket

- More efficient and automated change management process

"Once we went through our review of Samanage, we knew right away it was something special," said Mowrey. "We liked how the system felt. There is so much to the system with room for customization and the ability to build SLAs into all of our tickets.

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Benefits

With the move to Samanage, IT began transferring any complex tickets from their old system into Samanage, while working to close out the remaining tickets quickly. "It was a very simple transition for us," said Mowrey.

With Samanage in place, Unyts' end users now receive ongoing notification and documentation regarding their tickets. End users can go into Samanage and resolve issues themselves or add a note to their ticket with additional information. "The communication with our end users has been amazing," said Mowrey. "The feedback we've been getting is that the communication is so much better than in the past."

The IT team at Unyts has been able to streamline the ticket process and ensure that only the people who need to be involved with the ticket are seeing the notifications. They can also now provide detailed reporting on their level 1-4 tickets. "We had to manually count these metrics before, but now I can set my filters and pull the data into a spreadsheet," said Mowrey. "It's just easier to get what I need with Samanage."

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Director of IT

"We've absolutely seen a decrease in ticket response time," said Mowrey. "Just being able to actively engage with tickets, no matter where we are, has helped us bring ticket response time down." The Unyts team has always had SLAs in place, but now their team is dedicated to meeting those to avoid seeing a red button next to their tickets.

"We also do a lot of change management here, so we needed a solution where we could access changes daily," said Mowrey. "We were doing a lot on paper with changes: filling out forms, getting signatures and tracking down approvals. With Samanage, it's automated and seamless. We complete the form, approvers can then review and provide a digital signature, and we have an electronic copy."

Unyts is also working toward utilizing the Samanage IT asset management solution. Over the next few months the IT team will work to input assets into the system and add QR codes to devices, allowing them to use their phones to quickly get more information on each machine. "With Samanage, we can click on an asset and get a nice snapshot of what's on that users device without having to do too much digging around," said Mowrey.

Not only is the IT team at Unyts benefitting from Samanage, but their Facilities department is also using the solution. "With six buildings to manage the Facilities team is able to organize their requests in Samanage for issues like lighting or they can schedule reminders for preventative maintenance and recurring stock needs," said Mowrey. To help keep the solution organized, the Unyts IT team made two permission levels, one for IT and one for Facilities, and based on those the user will see the different requests.

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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