samanage

📖 Case Study

Santex Discovers the IT Service Desk and Asset Management Go Hand-in-Hand with Samanage

santex

Industry

Custom Software &
Web Development

ITSM Challenges

- Service desk solution developed in-house without a dedicated team member to support.
- Inadequate tracking of IT team performance.
- Unable to fulfill SLAs.

Outcome

With Samanage, Santex can utilize the IT service desk metrics for team performance reviews and track IT assets around the world.

Background

Santex is a full service software engineering company that offers wide range of technological solutions, from software development, systems and database to mobile applications and eCommerce. They began in San Diego, CA in 1999 and have spread to locations in Iowa, Argentina, Peru, and the UK with approximately 200 employees worldwide.

Challenges

Sebastian Pereira, Director of IT, Information Systems and Processes at Santex, did not have an IT service desk solution in place. His team at Santex developed a solution that they hoped would help organize their incidents and requests. Once they began using this tool they found that they were unable to adapt their IT processes and service level agreements (SLAs) to a project management tool.

The tool became very complicated to manage and did not give the IT team the option to track their business hours or configure the SLAs into the system. Once the developer behind the tool left the company, the limitations became too much and Pereira's team no longer had the workforce to tackle the problems they were facing with the tool.

> "I could not get a real stance on how well the team was performing . . . I needed something that would allow me to find that information and bring best practices from the IT industry to our own processes."
>
> **Sebastian Pereira**
> Director of IT, Information Systems and Processes
> Santex

Not only was it difficult to manage, Pereira realized it was incredibly limited on the information it could provide.

"I could not get a real stance on how well the team was performing," said Pereira. "I needed something that would allow me to find that information and bring best practices from the IT industry to our own processes."

Solution

Pereira and his IT team found that they were unable to fulfill their SLAs and they were having a hard time resolving the problems and inconsistencies surrounding the SLAs. As Pereira began looking for a new service desk solution, he realized he also needed asset management. He needed to find a solution to solve the service part, but also track the assets and manage their lifecycles.

After a quick Google search, Pereira narrowed it down to a few solutions he wanted to evaluate: Samanage, BMC Remedy, ServiceNow, and Salesforce. The most important criteria he was looking for in these solutions included:

- Ability to manage SLAs
- Asset management
- API access

- Single sign-on
- Good reviews about the solution and the customer service

After meeting with the "finalists," Pereira turned to Samanage. He found that beginning with the sales process, the Samanage team was much more open, and their communication was more than he had expected. "The information flowing from Samanage to me was much better than the competitors," said Pereira.

> "The information flowing from Samanage to me was much better than the competitors."
>
> **Sebastian Pereira**
> Director of IT, Information Systems and Processes
> Santex

Benefits

Pereira immediately found the Samanage user interface (UI) to be very straightforward. The Samanage system in general was very intuitive and Pereira found that he needed very little help to start getting into the features. Overall, the implementation process for the Santex IT team was much easier than they anticipated.

While asset management was something that Pereira didn't realize he needed until he started looking into new solutions, he quickly realized he had visibility into assets like never before through Samanage.

"The information that the Samanage agent retrieves was kind of mind blowing," said Pereira. "It gave us much more information that we ever expected."

The Santex team has been able to replace the process of assigning or borrowing devices throughout the organization. Samanage allows them to assign an owner to every device and avoid assets not showing up or no one knowing where they are.

With Samanage, Pereira is also able to see more detailed information of the team's service performance. This has allowed the Santex IT team to shape a number of indicators and use those indicators to assess each team member's performance. They can then tailor the performance metrics they are collecting and use those in performance reviews.

"It's excellent to have an objective way to assess performance," said Pereira. "I can't say how much time we've saved on tickets in the last few months, because we weren't tracking it before. But, it's definitely improved now that we have Samanage telling us."

The service catalog, once thought to only publish IT services, has been able to support services outside of IT at Santex. Samanage will be integrated within other Santex departments. Their primary focus for Samanage outside of IT will be the recruiting system for talent acquisition.

> "The information that the Samanage agent retrieves was kind of mind blowing . . . It gave us much more information that we ever expected."
>
> **Sebastian Pereira**
> Director of IT, Information Systems and Processes
> Santex

"When we hire a new employee, a user will now be created and fire a service catalog item to set up everything for the newcomer for both IT and HR departments," said Pereira.

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.

samanage

1-888-250-8971
www.samanage.com