



Industry

Religious Instruction +
Faith Formation

ITSM Challenges

- Tracking of assets and incidents limited to a large Excel spreadsheet.
- Inaccurate asset tracking data with assets around the country and worldwide.
- Communication between IT and end users limited to a single email inbox.



Outcome

With a unified IT service desk and asset management solution, The Summit Church has decreased the amount of time spent creating reports and managing hardware.

Assets on a Mission: Samanage Decreases Time Spent Managing Hardware for Growing Church

Background

The Summit Church began as Homestead Heights Baptist Church with service attendance around 300 people. After some changes to the leadership of the church and a new vision in 2001, membership of the church quickly grew. By 2007, The Summit Church had grown to over 2,000 members in three different locations. Presently, they have seven locations throughout the Raleigh-Durham area of North Carolina, with 19 churches planted around the United States and plans to go international.

Challenges

In the beginning, Justin Jeffries, IT director at The Summit Church, was a one man show in IT.

The best way for users to reach the help desk to get support was via email. Jeffries was continuously bogged down with an inbox full of support requests and no system in place to keep them in order. He was unable to determine the level of priority without clicking through to each email, making it difficult efficiently manage the time to resolution.

Jeffries was also primarily tracking IT assets through a large, cumbersome spreadsheet. These assets were spread through the seven facilities, as well as throughout the United States and internationally for mission trips.

As the church's membership and staff continued to grow, Jeffries continued to manually update the spreadsheet. He especially ran into asset tracking issues when he would close out of the spreadsheet without saving, creating extra work for him and a big question of how accurate the data was.

Jeffries was ready for a solution that would manage the inventory cycle, from purchases to renewals to problems.

Solution

As Jeffries began his search for a new IT asset management solution, he began with recommendations from other churches.

Zendesk and Spiceworks were very popular among his colleagues due to their low cost and straight-forward system. As Jeffries narrowed down his search, he knew that the church had a special set of requirements in that they needed something that can do a little bit of everything. The features he was most looking for in an IT service management solution were:

- The ability to identify users versus approvers, and not be charged for every person using the system
- Cloud-based so that the solution could expand with them.
- Integration with Google Apps and single sign-on capability.

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Justin Jeffries
IT Director
The Summit Church





Through his Zendesk research, Jeffries discovered Samanage. While he was primarily focused on finding a new IT asset management solution, he discovered that Samanage also had a service desk/ticketing side to its platform, an added bonus for him.

Jeffries found that the sales process with Samanage was very easy, "The team was great about giving us a sense of the system right away," said Jeffries. "I never felt like I was being sold something, the Samanage team hit on things we needed without us even asking about them."

Benefits

The implementation with Samanage went very smooth for The Summit Church. Jeffries was able to quickly set up the interface from his trial account and the demo he did with the Samanage sales team. Each time he touched a new computer the agent was installed and the inventory database updated.

Soon after implementation Jeffries undertook the task of switching all of the staff computers from a standard minimum to a higher RAM count.

"I ran a report in just a couple of minutes to see which computers I could get more longevity out of," said Jeffries. "Once the client was installed, the licensing information was all right there."

"I have been told from staff that they hear back from us [the IT Service Desk team] quicker, since their request is in a queue that's being monitored versus just sitting in an email inbox."



Justin Jeffries
IT Director
The Summit Church

On the IT service desk side, previously there was no solution in place that allowed Jeffries to track the ticket response time.

As he began implementing the Samanage IT Service Desk, he had a little push back from the staff, but found after some light training they quickly jumped on board. "I have been told from staff that they hear back from us quicker,

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since their request is in a queue that's being monitored versus just sitting in an email inbox," said Jeffries.

Jeffries had also found that there is a decrease in time spent managing the hardware across all of the locations.

"When we get a new computer in, as part of the install process we add a client and a couple of custom fields, and then we don't have to worry about it," said Jeffries. "It's definitely a set and forget type atmosphere, which saves us a lot of time."

The budgeting calendar is mid-year for The Summit Church and after approximately a full year using Samanage, Jeffries found that running reports for IT budgeting was simplified and fast.

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