



With the help of EasyVista, Wireless Analytics can keep up with the consumerization and ‘Uberification’ of IT

*“When your phone stops working, suddenly nothing else matters. With EasyVista automating all of our ITSM roles and responsibilities, each Wireless Analytics help desk agent is able to support and manage 3,500 client mobile devices, a number expected to jump to almost 5,000 by end of year. The ratio of agents supporting devices is our definition of efficiency, it helps us to ensure we are ready to provide rapid-response support to almost any type of issue.”*

**Jonathan Steele,**  
Senior Manager of Technology at Wireless Analytics

## BUSINESS CHALLENGE

- Difficulty managing growing numbers of clients, each with unique rules, policies and use cases and all desiring higher levels of services and support.
- Outgrew help desk solution not serving their needs - new growth required a modern support system.
- Need to resolve ‘swivel chairing’ between internal and customer-owned help desk systems slowing down support workflow and time-to-resolution.
- Lack of integration capability with modern enterprise applications and platforms.
- Complex and time consuming training was slowing ability to scale customer support organization

## ABOUT

### Wireless Analytics

**Industry:** Mobile Management

**Products and services:** Mobility MSP, CLEAN Platform™

**Scope:** 400,000 Annual Service Actions

**Website:** [www.wirelessanalytics.com](http://www.wirelessanalytics.com)

# Customer Success Story

## WHY EASYVISTA

- Best mix of features, scalability, configuration and price after completing extensive 70-platform-search including BMC Remedy, ServiceNow and Cherwell.
- Enterprise-grade solution that is extensible, agile and automated.
- Ability to solve infinite customer problems all with drastically different requirements, KPIs and SLAs.
- Modern user ready, one-click mobile access to any enterprise service with Service Apps solution.

## BACKGROUND

With 10+ years in servicing the mobile infrastructure space, including 3 years of INC 5000 recognition, Wireless Analytics has established itself as a leading and innovative Managed Mobility Service (MMS) provider. With enterprise customers ranging from 300 to 25,000 wireless devices, all with unique service level requirements, Wireless Analytics relies upon EasyVista to automate and manage all of its wireless Service Management roles and responsibilities.

## BUSINESS CHALLENGE

Wireless Analytics' success introduced new challenges: more customers with increasingly complex support requirements. In 2005, it was sufficient to have an internally-developed solution in place to handle wireless ITSM. By 2013, however, it became clear that Wireless Analytics would need a very dynamic and robust ITSM partner to truly automate their entire system from help desk to knowledge management to asset management and beyond.

## SOLUTION

After painstakingly auditing over 70 solutions, Wireless Analytics not only knew what solution they wanted, but also gained a better understanding of what they needed by going on such an arduous ITSM journey. Before this undertaking, it was not crystal clear as to what kind, type or style of solution was going to best suit the rapidly evolving requirements of a wireless MSP's customer base. Evaluating everything from BMC Remedy, ServiceNow, Cherwell and even open source and social media driven solutions, it became clear that EasyVista's potential for customization, forward thinking

## BENEFITS

- Automated all day-to-day customer support and lifecycle asset management through EasyVista Service Manager.
- Integrated SLA and KPI to provide customers with advanced reporting and visibility into support health.
- Decreased time to train from 2-3 months to 2-3 weeks and significantly shortened mean-time-to-resolution (MTTR).
- Improved average Time to Solve by 23%.
- Reduced VIP ticket processing time by over 50%.
- Room to grow change management and project management efficiencies for both customers and in-house initiatives.

# Customer Success Story

and drive to take their customers into the IT Consumerization curve was going to be the best fit for Wireless Analytics.

## RESULTS

With EasyVista fully deployed, Wireless Analytics is able to consolidate all wireless ITSM activities to significantly boost efficiency. “A big advantage with EasyVista has been our ability to leverage web service integrations, allowing all tickets to be created in our system so our agents no longer have to swivel chair,” states Steele. “Gone are the days of needing to monitor multiple screens and multiple platforms. We can train exclusively on Wireless Analytics’ technology and processes while the customer still uses their own system, their own reporting, and their end-users can use whatever contact method they prefer; both sides win. Eliminating double duty was one of our biggest achievements in terms of increasing efficiency, overall agent productivity and improving the customer experience.”

Allowing customers to do more with less is another important efficiency pass-down from EasyVista to Wireless Analytics’ end-customers. As an MMS Provider, customers look to Wireless Analytics to augment and off-load their IT staff’s time so they can focus on their core competencies as a technology, pharmaceutical or services company. Prior to using Wireless Analytics with EasyVista, Wireless ITSM was more of an afterthought rather than a priority for end-customers. “With the help of EasyVista, we are able to simply take this off their plate with far more expertise and efficiency while freeing up valuable staffing resources to better serve their own IT department and their company as a whole.”

With EasyVista in place, Wireless Analytics’ time to resolve tickets has gone down by 23% and training time for new support agents has been significantly reduced. Before EasyVista, it took approximately 2-3 months before new hires had the knowledge they needed to handle every single support call with infinite variables and issues. Now training is done in 2-3 weeks supported by EasyVista’s automated workflows and integrated knowledgebase; it’s as simple as an agent looking at and reading the next prompt on their screen. “It’s very powerful to have people up on the phones and getting up to speed and becoming more efficient faster. Not only are we seeing more efficiency in terms of time to resolution, but we’re seeing faster time to support with our new hires as well. This also strengthens us as a support organization where everyone does NOT need to know everything. We can have subject matter experts and their expertise is instantly shared company-wide; that’s a game changer for us.”

*“We looked at over 70 vendors, but once we got under the hood it became clear that EasyVista was the right fit to meet our needs in terms of IT Consumerization, enabling us to grow beyond traditional IT or Help Desk practices. The challenge for us as a growing MSP is not only the continued support of our domestic users, but also that we need to perfectly manage tens of thousands of mobile devices across an international user base. Even though we are an SMB, our commitment to delivering outstanding support to our enterprise-class customers means we end up having “big company” requirements. Every one of our customers is unique, with their own sets of rules and policies. Before EasyVista, we were managing all of this manually with limited documentation, a lot of tribal knowledge, little automation and no cohesive platform connecting all the threads. With EasyVista we have an intuitive, extensible and agile system in place so that we can grow as an organization.”*

# Customer Success Story

And finally, Wireless Analytics, with the help of EasyVista, can keep up with the consumerization and 'Uberification' of IT. "It is the Uberification of IT when employees can get whatever they want from any mobile app, instantly," stated Steele. "They don't want to deal with company rules or policies or infrastructure, but when they do need something they expect it immediately, in the speed that they get things in their personal life and they do not want to lose a moment of productivity. Today's employee will access their ITSM app and request to be rescued, but typically they try to troubleshoot on their own first because that's the IT climate we're in at home and we bring that mentality to the workplace. By embracing the modern employee culture, Wireless Analytics and EasyVista are partnering to allow for a more agile, services-focused IT department that's pre-enabled to support anything that comes down the pike."