



## EasyVista's ServiceApps turns Gonzaga's vision of a self-service request portal into a reality.

*Located in the majestic northeast corner of Washington State, Gonzaga University is a private, four-year institution of higher education with more than 105 buildings that dot the 131-acre campus overlooking the pristine Spokane River. A constant throughout the years is Gonzaga's educational philosophy, based on the centuries-old Ignatian model of educating the whole person – mind, body and spirit. At Gonzaga, students discover how to integrate science and art, faith and reason, action and contemplation. «Cura personalis,» or care for the individual, is a guiding theme.*

### The Challenge

Today's collegiate campus continues to be a hot bed for stretching and straining even the most dedicated and innovative campus IT team and infrastructure. "We have students showing up now with upwards of eight devices that have the ability to connect to the network in one way or another and that's hitting us pretty hard. We just completed a forklift upgrade of our network this last year and I'm hopeful that we're now capable of handling everything that keeps pouring onto campus; really looking forward to moving to IPv6. It used to be the laptop and cell phone and now it's an X-Box, TV, printer; everything's showing up on the network, even their Nike shoes, their FitBit fitness tracker as well as their wireless speakers."

### The Solution

Gonzaga made sure to be very inclusive when evaluating its next Service Management vendor with nearly 30 members actively participating on the steering and RFP committee. While vendors such as BMC and Cherwell were considered, both were eliminated for a variety of reasons. ServiceNow was also in contention but failed to make it out of the RFP process based on their inability to follow instructions and their sales

## OVERVIEW

### Higher Education

- BMC ended support for Service Desk Express and a more robust and flexible Service Management and ITIL compliant solution was greatly needed.
- BMC's solution was "too flat" and not dynamic enough to handle the wide variety of requests coming from thousands of students and faculty.
- Needed an ITIL version 3 compliant product to keep pace with best practices and standards.
- In order to make a vendor change, the University's class schedule dictated an intense, summertime deployment window.
- Needed a self-service portal with customizable workflows to automate labor intense processes.

# Customer Success Story

tactics were seen as too aggressive for the Gonzaga team. BMC's previous solution simply did not have the dynamic characteristics that Gonzaga wanted and by discontinuing support for it, Gonzaga was left wondering how they would handle solutions moving forward. Cherwell on the other hand did show some initial promise, but communications fell silent from their end leaving Gonzaga with a negative impression. It was EasyVista that was extremely thorough and proactive in proving its Service Management mettle and vision to best automate the college campus. EasyVista made several campus visits to demonstrate the flexibility and self-service features of its solution and thus gained Gonzaga's trust as a standout, empathetic customer service organization.

## The Results

As true with most school settings, there is a clear down time period during the summer months and this fact is no different at Gonzaga University. With the promise of a swift and successful summertime deployment, EasyVista's field team went to work to make sure the University would be able to make such a sweeping Service Management change without impacting the productivity of its student and faculty populations. "We really challenged the EasyVista deployment team with a very tight summertime window. They not only came through with flying colors, but their depth of expertise in the product gave us extreme confidence that as new opportunities arise, we'll be able to find great workflows and solutions to accomplish our tasks with more efficiency as time goes by."

Before EasyVista, Gonzaga did not have a self-service portal in place and their workflows were not customizable. "Purchasing a computer is completely different than changing someone's password and in BMC's Service Desk Express, everything was generically categorized as an incident; it all was treated the same. Now, with EasyVista we are able to treat everything individually and as unique items so that everything is put in its proper category and documented accurately. With the self-service portal, questionnaires and workflow processes are far more automated. Now emails that contain questions are able to get responses with approvals or rejections and they go out automatically and that really saves time. The self-service portal and interactive workflows are the big hefty pieces that we thankfully added on to our incident and request management processes. In fact, it's working well enough right now that we're including some non-IT groups from around campus just because the workflow engine is doing such a good job."

Gonzaga's Virtual Campus team also benefits from workflow and service management automation from EasyVista. With remote students located virtually anywhere, it's important that both the IT team and the Virtual Campus team are working in lockstep so that tools like the Blackboard eLearning platform run without issue. "Say we have a nursing student that might be working from Michigan and they're working on their

## BENEFITS

- Multiple workflow automations in place to decrease time and effort required for change management, distance learning and purchasing processes.
- Self-service portal saves time and eliminates duplicate tasks and actions related to all service management duties.
- Increased levels of data science and questionnaire feedback provide powerful insight into how well resources, ticketing and incidents are being managed.
- Ability to become a more mature service organization with better transparency into Service Management with the ability to perform service-based-costing.

*"BMC's Service Desk Express was just too flat for us as a Service Management tool, it considered everything an incident," said Roger Cummings, Project Manager, Gonzaga University. "If we had the time and the staff, maybe we could have programmed it to do more, but that's just not feasible considering our structure and resources. We were actually surprised during our RFP process that Cherwell simply stopped returning our calls, while EasyVista on the other hand made every effort, in person, to show us just exactly how dynamic their Service Management solution and vision would be for us for years to come."*

*Roger Cummings  
Project Manager, Gonzaga University*

# Customer Success Story

graduate degree with us. It's both the responsibility of our IT and Virtual Campus teams to make sure Blackboard can support those students and those demanding distance-learning applications. It was great to bring EasyVista into that equation to help automate and manage the workflow to make our teams supporting Blackboard operate seamlessly. That's just one example where EasyVista has truly automated and changed a process and system for the better."

High on Gonzaga's wish list was the promise of a self-service portal and EasyVista's ServiceApp solution opened the door to accomplish just that. "ServiceApps is something that we are very comfortable with pushing out to our customers and saying 'put your requests through ServiceApps.' We will be able to create a more intuitive interface to receive requests, post facts and post resolutions to common issues to make it easy for people to locate things. It's that front-end flexibility with ServiceApps that's the most exciting. We also want intuitiveness for our users. We have people on this campus that are really, really good at what they do but that might have nothing to do with technology so we don't want them to have to learn a new system. They want to be able to just go in and know exactly what they have to do and get out; this is a top driver for us as we work with EasyVista and its self-service vision."

Next up for Gonzaga's Service Management strategy is to integrate its main service catalog with their CMDB. "This is a very exciting thing and builds in a lot of really good, solid, processes, given that ITIL's so centric to our CMDB; so many things interact with it. It's going to be a beast of a project, but I'm looking forward to it now that EasyVista is in place. By having the configuration management module running, this allows us to connect requests, incidents, changes, releases, problems, all sorts of things to specific items such as hardware or databases so that we can identify issues more quickly. We can track everything occurring through EasyVista just by using the configuration management module and to me, that's an incredibly powerful thing. It's not just how many calls are we getting, but how many calls are we getting on exchange, for example, which then tells me where to put our budget. By eliminating people as a data silo, this greatly improves transparency and allows us to do more with less because everyone can see and leverage information across the University. Also important is the configuration management piece that allows us to attach budget to specific configuration items thereby opening the door for service-based-costing. For example, we could determine how much it really costs to run our ERP system and that would include labor and all the applications and databases that go along with it. Being able to tell our customers exactly how much it's going to cost to deliver a particular service is a very powerful feature that we'll look to EasyVista to help enable."

## WHY EASYVISTA?

- Best mix of features, scalability, configuration and price after completing extensive multi-platform-search including ServiceNow, Cherwell and BMC.
- First class support team willing to go above and beyond to meet deployment deadlines and fit within the University's seasonal educational class schedule.
- Ease-of-use features allow platform to be managed by as few as one team member.
- Increased day-to-day organizational accountability across all Service Management activities and processes.