



Cardno helps its 6,500 engineers and builders worldwide operate at peak performance with exceptional IT Service and Support

For close to 75 years, Australia-based Cardno has built dams, rail systems, airports and other essential infrastructure on every continent. Today more than 6,500 people spread across 100 countries work together to construct massive building projects that enhance the human experience. The costs are high, the cycles are long and everyone involved must operate at peak performance.

The Business Case for Service Management

In this high stakes environment, Cardno understands that superior services and support for civil engineers, builders and other experts is imperative. Mike Madden, IT Service Delivery Manager and Principal for Cardno's America's region, has been with the company for 20 years. His team of ten manages the first two tiers of IT support and they deploy and manage hardware and software assets for all of Cardno's people across North and South America.

In 2015, Madden and his team made the decision to take service management to the next level. The principal objective was optimal productivity for Cardno employees, which includes a large workforce that spends very little time at a desk in front of a computer. "Our bottom line is all about getting people back to work, keeping them productive and billable," explains Madden.

One of Cardno's strategies to accomplish this was improving self-service capabilities. "Many of our people would rather not submit a ticket, preferring to fix things themselves," he says. Another strategy was to treat every interaction as an opportunity to leave the user a little more knowledgeable for the future. "We wanted to give everyone a useful tip, an easier way of accomplishing a task or some sort of 'did you know' information," says Madden.

RESULTS

- Increased customer satisfaction by almost 20%
- Accelerated ticket resolutions by 25-30% with integrated knowledge management
- Improved knowledge sharing amongst service team members
- Lowered professional services costs by approximately \$40,000 per year

Customer Success Story

Madden and team didn't think their instance of Microsoft System Center Service Manager was robust enough for Cardno's new vision for service. The solution was already proving to be challenging for the team to effectively manage service requests and the end user experience didn't meet the expectations of today's modern user.

Improved Mobile Service Experience

Since Madden and team went live with EasyVista in May 2015, service for employees has improved dramatically. Cardno now has a mobile-friendly self-service portal that is comparable to the support experiences Cardno's people are accustomed to outside of work. "Before EasyVista, when the self-service portal was accessed via a mobile device, it was just a scaled down version of what you see on a PC, which meant lots of typing and scrolling," explains Madden. "Now our self-service via mobile is extremely simple and fast. To submit an incident or request, users just describe their issue and hit 'submit.'"

Faster Services Through Simplified Service Management

EasyVista's powerful service management platform removes complexity from service creation and management, freeing up the Cardno team to focus less on technology and more on service. Madden and his team can now manage workflow changes and configurations internally without the need for professional services for assistance. "This was one of the main reasons we left our previous solution. With EasyVista, we no longer have to pay a consultant every time we need to fix something, add functionality or help with a broken report," he explains.

Madden is especially appreciative of EasyVista's codeless configuration. Supported by 400+ pre-configured wizards, the codeless capability means adding and changing services no longer requires engineering expertise. "I'm not a programmer," Madden says. "But with EasyVista, I feel very comfortable making administrative changes. It's so easy—just drag and drop."

Improved Reporting

Better reporting is another benefit of EasyVista's platform. Cardno's Americas and Australian regions can be part of the same software instance, but still maintain some level of separation. "We're in the same SaaS instance and we can see each other's tickets and have global reports, but we can also easily distinguish between the regions and do regional reporting," Madden says. In the past, different geos used separate instances of Microsoft System Center Service Manager, and there were endless struggles to capture collective reporting. "The solution wasn't web-based—it was all on-premise, so we were wasting a lot of time wrestling with that," explains Madden.

Why EasyVista

Before selecting EasyVista, Madden, his counterpart in Australia and several IT and line of business leaders looked at several service management solutions, including ServiceNow, Cherwell and BMC Remedy. In addition to EasyVista's mobile capabilities, global reporting and codeless configuration, another deciding factor was the solution's built-in ITIL modules. "If we want to add asset management or project management, it's not an add-on product—everything is already there waiting for us," explains Madden.

"EasyVista Service Apps opens up more mobile possibilities for us. We can extend beyond submitting tickets to all aspects of services for our employees, contractors and vendors in the field—and that's a real game-changer."

—Mike Madden

*IT Service Delivery Manager &
Principal
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