



## Civil Aviation Authority Lets the Possibilities Fly with EasyVista Service Management

*As the UK's specialist aviation regulator, the Civil Aviation Authority (CAA) balances a number of critically important objectives: ensuring the aviation industry meets the highest safety and security standards while giving consumers choice, value and protection when they fly. A public entity established by Parliament in 1972, the CAA has responsibilities in areas as broad as airports, airlines, airspace, drones, and more.*

### The Business Case for Service Management

More than 1,000 people make up the CAA staff, including engineers, policy experts, legal advisors and business managers. A 40-person IT team supports this diverse staff. Five of them are assigned to the IT Service Desk, which processes about 1,000 support tickets every month, plus another 500 service requests and 100 change requests. This small team is the first point of contact for those with IT issues—ranging from repairing a malfunctioning PC to installing the latest software. For the past eight years, this team has relied on EasyVista as its on-premise ITSM solution. “For the majority of that time, the CAA used EasyVista in a fairly tactical way—mostly for incident and change management.” says Simon Sheeran, Head of IT Service with the CAA. That all changed in 2015.

As part of its strategic plan, the CAA is undertaking a Transformation Program to modernize services - improving operational efficiency and the experience for our customers. “As an organization, we are moving towards more Online Services for our customers - this is at the heart of our aspirations to improve both efficiency and customer service.” Simon says.

As the CAA has begun to embrace a more digitally minded workplace, Simon and his team mirrored that commitment in the IT service delivery charter. This meant

### SERVICE MANAGEMENT VITALS

#### Civil Aviation Authority

- 1,000 employees
- 1,600 support inquiries every month
- 40-person IT team
- 5-person IT service desk

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*—Simon Sheeran, Head of IT Service, CAA*

# Customer Success Story

migrating from an on-premise Service Management solution to a SaaS-based option. It also meant laying the foundations to move from tactical service management to a more strategic platform for modern service delivery.

## Evaluating Best of Breed Cloud Solutions

Simon and team wanted to leave no stone unturned when it came to the service management technology it would rely on to keep everything running smoothly. The CAA used a Service Management consultant to look at the market and review leading options, looking at the latest version of EasyVista and other market leading solutions. “The results of the market review pleasantly surprised us, after looking at what each of the leading cloud-based solutions could offer, we were recommended to select EasyVista’s service management platform due to its fresh, clean and intuitive interface, impressive access to Knowledge Base information and the possible options that we could benefit from including Service Apps and automation. The solution fit perfectly with our organization’s plans for modern, online services.”

## Phase 1: Cloud Lift and Shift

The first phase of the roll out of CAA’s cloud-based service management tool focused on replicating the previous EasyVista installation in the cloud. Other than some changes to the Knowledge Base and design improvements to the landing page, this first step was intended to give the service team a cloud platform from which to operate without introducing much change or creating confusion amongst CAA employees.

“Where we’ve ended up thus far is a good result, but we are still at the very start of our journey.” Simon says. His team has big plans to simplify service and change management workflows. “We want to go down the road of simplifying our workflows and EasyVista’s codeless configuration will be a plus here,” he says. “Ease of workflow has been the case all the way along with EasyVista. “Its pre-configured wizards abstract out complexity so new services can be created in hours.”

## Encouraging a Help-Yourself Mentality

Simon appreciates EasyVista’s dynamic search capability because it helps CAA meet the demand for self-help from its employees, who often prefer to self-solve. “Once an employee starts typing their issue, they are presented with relevant articles and useful information to help them help themselves with quick answers to commonly-asked questions,” Simon explains. “We’ve received positive feedback from staff that indicates that this is a real step forward.”

## EXPECTED RESULTS

- Improved employee service experience
- Accelerated service resolutions
- Increased self service
- Quick deployment of new services or change existing ones
- Reduced service delivery costs

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*—Simon Sheeran, Head of IT Service, CAA*

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## Phase 2: Mobile Service Apps

Simon is most excited about Phase 2, when the team will be looking to roll out EasyVista Service Apps to give employees a single place for users to request services, get information, or resolve problems from any device. “Mobile functionality will enhance the end user experience, making people more productive, empowered, and supported,” Simon says. “...And with mobile apps that are fast and familiar, our employees can connect with us from wherever they are.”

## Zero Service Interruptions

Recently, CAA also migrated its phone support over to EasyVista. “We now have round the clock support from people who really know this environment” says Simon. “The EasyVista team got up to speed quickly on how we work and how we progress our incidents, and are already proposing smart changes for us to consider.” Since that cut over, Simon says reliability has been excellent, and where minor issues have arisen these have been quickly dealt with and have been notified by EasyVista Operations Staff.

## Wheels Up: Giving CAA Employees the Lift They Deserve

CAA employees get up every day with a clear purpose—working within the UK and internationally to ensure the aviation industry is as safe and fair as it can be. CAA colleagues find themselves in many different locations during their working day and the internal service desk plays a role in making sure these professionals have the technology they need to fulfill that purpose.

## About EasyVista

EasyVista is reinventing service management for the mobile user—making it easy to deliver and easy to use. EasyVista is a service management platform that automates and personalizes service delivery for employees and other end users—without a single line of code. The only solution on the market that is purpose-built as a mobile-first experience, EasyVista helps 1,000+ enterprises around the world radically improve the service experience, dramatically simplify and accelerate service creation and management and reduce and control the total cost of service delivery. With more than 20 years in service management, EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education, technology, public sector, retail, manufacturing and more.



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