CASE STUDY

OPTIMIZING IT SERVICE MANAGEMENT AT SKIPTON BUILDING SOCIETY WITH EASYVISTA

INTRODUCTION

Skipton Building Society improved their IT management through EasyVista's ITSM solution. Skipton's objective was to implement a more efficient, modern, cloud-first solution that aligned with its organizational values and operational needs.

Key Statistics:

- **Automated Ticket Logging:** EasyVista has enabled the automation of between 1500 and 2000 tickets every month—significant improvement in operational efficiency.

- **Swift Implementation:** Skipton experienced noticeable positive impacts within four to five months of implementing EasyVista.

SKIPTON'S CHALLENGES

1. **Outdated On-Premise Solution:**

   Gerard Donovan, Skipton's Information Technology Service Delivery Manager, expressed, "It was several years old and was at the end of its life." This old system presented numerous limitations and was incompatible with the forward-thinking approach of the organization.

2. **Need for Increased Productivity:**

   A major challenge was the manual intervention required in ticket logging. With a high volume of manual tasks, the impact was felt most significantly on the overall efficiency and productivity of the service desk team.

3. **Pursuit of a Cloud-First Solution:**

   The commitment to a "cloud-first principle" was fundamental to Skipton. Gerard emphasized that they were inclined to modernize their system to be in sync with contemporary, advanced solutions.

4. **Requirement for Cultural Fit and Responsive Partnership:**

   Finding a solution provider that resonated with Skipton's values and operational essence was crucial. Gerard valued providers that were "very straightforward and very easy to get on with" -- indicating the importance of a harmonious partnership.

THE IMPLEMENTATION PROCESS

The implementation of EasyVista was marked by careful evaluation and deliberation. A "detailed scoring mechanism" was deployed, involving multiple stakeholders, such as, project sponsors, managers, solution architects, and chief engineers. The evaluation covered various criteria including cost, cultural fit, and requirement adherence.

Gerard was particularly impressed with EasyVista's presentation and found it resonated well with the team—there was direct alignment between the two companies. Skipton felt valued and respected as a client of EasyVista.

OUTCOMES

The transition to EasyVista resulted in substantial operational enhancements. The solution enabled automated logging of between 1500 and 2000 tickets a month, reducing manual interventions significantly. Gerard expressed, **"We're seeing that as quite a big win."**

The successful, smooth implementation also supported Skipton's decision to choose EasyVista. Gerard stated, **"It feels like it has vindicated our choice,"** and further added, **"We are very happy that we chose EasyVista."**

1500 AND 2000 TICKETS A MONTH

CONCLUSION

Skipton Building Society, through its partnership with EasyVista, addressed its varied challenges and modernized its IT operations. Skipton's journey with EasyVista is a testament to the transformative potential of a well-aligned IT service management solution, and how it can contribute significantly to the operational efficiency of a company.