



CUSTOMER SUCCESS STORY

MAJOR METRO COUNTY DEPARTMENT OF IT USES EASYVISTA TO MITIGATE COVID-19 DISRUPTIONS

MEASURABLE RESULTS FOR ONE QUARTER ON AVERAGE:

- **1,269** tickets created
- **3,314** hours captured
- **5,000** employees served
- **2 MILLION +** citizens served in a major metro area

THE CHALLENGE

When the coronavirus pandemic hit, the Department of Information Technology for a U.S. county near a major metro area experienced an influx of COVID-19 related tickets. These tickets ranged from issues arising from the abrupt shift to telework by county employees to disruptions in service due to the pandemic, and it was critical that all tickets be handled quickly, and that ticket-handle-time be documented precisely.

With the switch from onsite to remote working being extremely challenging, there was an increased workload for the IT team, who had to develop and implement new processes and train staff members, and in many cases, were not technologically savvy.

Further, time-tracking on all COVID-related tickets was vital to ensuring proper reimbursement by government entities.

EASYVISTA SOLUTIONS USED



Service Manager



Micro Apps

THE PLAN

The county's Department of IT had previously deployed EV Service Manager for service desk requests and consulted with EasyVista's team of professionals to create a solution for the issue of COVID-19 tickets.

Originally, the county used EV Service Manager to create a master ticket with all COVID-19 tickets related to it, which then needed to be reported on all tickets. However, they would have hundreds of tickets that were closed

via the “Close” wizard, so the resolution times were not calculated. This would have been cumbersome with any other software, because it would require the team to open these tickets back up and somehow “fix” them to get a resolution time.

Furthermore, although the county’s Department of Information Technology had the capability to attach to an Event and adjust the hours/mins in each ticket, this constituted way too many clicks. To complete the actions needed through any other solution, the customer would have needed a lengthy training doc that would have been convoluted/confusing.

THE OUTCOME

Members of the EasyVista team created a simplified solution for the county’s Covid-19 needs. Leveraging EasyVista’s “Add Task” wizard with a newly created Action Type ‘Covid-19’, a business rule triggered the ticket to attach to the Event, which backed up previous time calculation and input the actual dedicated time into the ticket for report.

With EasyVista’s solution, the county’s Department of IT reports in a centralized manner on the Event of Covid-19 and the time spent managing the IT around items like work from home setup and support.

Moreover, the county was able to successfully move much of the staff from onsite to remote work without significantly impacting day-to-day operations. They also streamlined the ticketing process and saved thousands of dollars .

Even more impactful: the EV methodology put in place was so simple that the county was able to capture the data required to justify the budget allocated through the CARES ACT. This helped ensure that the county government was properly reimbursed by the federal government and stayed in compliance with federal and state laws.

The county was able to recognize a decrease in the amount of time to resolve each ticket while also providing excellent support to their remote team and the citizens they serve.

To learn more about how EasyVista streamlines ticketing and provides excellent support for remote teams, **request a demo today.**

ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, observability, and self-healing technologies. Leveraging the power of ITSM, Self-Help, AI, background systems management, and IT process automation, EasyVista makes it easy for companies to embrace a customer-focused, proactive, and predictive approach to their service and support delivery. Today, EasyVista helps over 3,000+ enterprises around the world to accelerate digital transformation, empowering leaders to improve employee productivity, reduce operating costs, and increase employee and customer satisfaction across financial services, healthcare, education, manufacturing, and other industries.

Learn more at

www.easyvista.com