EasyVista's Service Apps turns Gonzaga's Vision of a Self-Service Request Portal into a Reality

OVERVIEW

- New ITIL version 3 compliant solution was greatly needed to keep pace with best practices and standards.
- Legacy ITSM solution was "too flat" and not dynamic enough to handle the wide variety of requests coming from thousands of students and faculty.
- 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-intensive processes.

COMPANY SUMMARY

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 XBox, TV, printer; everything's showing up on the network, even their Nike shoes, their FitBit fitness tracker as well as their wireless speakers," said Roger Cummings.

> 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 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.
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> **Roger Cummings**
> Project Manager, Gonzaga University

SOLUTION

- EasyVista's Service Manager provided mettle and vision to best automate the college campus.
- EasyVista was able to demonstrate the flexibility and self-service features of its solution, which gained Gonzaga's trust as a standout, empathetic customer service organization.

THE RESULTS

- 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.

> **❝** 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. **❞**
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> **Roger Cummings**
> Project Manager, Gonzaga University

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. The EasyVista IT service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200+ enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education, technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global software company.

Learn more at www.*easyvista*.com