

# CUSTOMER SUCCESS STORY



VILLANOVA  
UNIVERSITY

## EasyVista Helps Villanova University Provide One-Click Support for Any Device

### OVERVIEW

- Constantly dealing with brand new client use cases and trends based on thousands of young adults continually pushing the IT envelope.
- The need to continually facilitate innovative support and technology for faculty and staff.
- Ability to gracefully phase out the laptop program as BYOD becomes more prevalent across campus.
- Year-over-year increase in IP, required a single point of service through and service management solutions for all devices.
- A desire to automate all processes for multi-location, multi-use 'TechZone' one-stop-shop campus IT support.

### COMPANY SUMMARY

Located just west of Philadelphia, Villanova University was founded in 1842 and to this day, Villanova's Augustinian Catholic intellectual tradition is the cornerstone of an academic community in which students learn to think critically, act compassionately and succeed while serving others. With more than 10,000 undergraduate, graduate and law students in the University's six colleges, Villanova prepares students to become ethical leaders who create positive change everywhere life takes them.

### THE CHALLENGE

Today's college campus is a trend bellwether filled with students creating new tech use-cases every day. Amidst a year-to-year increase in IP connected devices, along with a phasing out of the University's undergraduate laptop program, Villanova faced an inevitable service management change and challenge, ending support for their legacy ITSM tool. Villanova University's TechZone support staff and system, an integral part of "UNIT's" (University Information Technologies) team, needed to both evolve and revolve its processes to be more seamless around student and faculty IT behaviors. In addition, strategies needed to be sustained and expanded to keep pace with the consumerization of IT and to provide modern self-help techniques to clients as well.

“ The EasyVista TechZone roll out has been so successful that we continued deploying at the Villanova Law School and CEER (College of Engineering) and we're getting the same accurate and streamlined information from those places as well. EasyVista has put one roof over this entire effort shortening turnaround times and reporting is now comprehensive and instantaneous. The proof is in the positive reviews we've received from campus, students and staff. ”

**Nick Bruns**

Senior Technology Services Manager, Villanova University

## SOLUTION

- EasyVista's Service Manager provided the best mix of features, scalability, configuration and price after completing extensive vendor reviews.
- The platform had demonstrated the ability to quickly achieve parity with the outgoing system (on stand up of new system) and the flexibility to make enhancements, including the later rollout of other modules such as project management.
- EasyVista provided a visionary solution to keep pace with the Internet of Things (IoT), by providing a unique self-help strategy for clients.

“ Now when students and faculty come through TechZone they swipe their card generating a ticket inside EasyVista. Our Campus ID Card database, appropriately called 'Wild Card,' now syncs with EasyVista, pulling over all the information about the student. And as far as recording, we're now getting a really accurate look at what we're doing and who's coming into the TechZone. Recently, we got ahead of the Fall break Senior rush that was coming in; many of whom needed repairs. With EasyVista, we had a view into trends and analysis which really helped us manage the flood of activity. It's so helpful to be able to look at the calendar, see the numbers, make some assumptions and be prepared. ”

**Nick Bruns**

Senior Technology Services Manager, Villanova University

## RESULTS

- Online priorities such as networking support times improved due to built-in automated workflows.
- Replaced four systems with EasyVista to integrate and automate end-to-end TechZone processes, improved user experience, and decreased turn-around times.
- Streamlined TechZone intake reporting, providing better insight into best practices and items requiring assistance.
- Call-in turnaround times for hardware and software status can be done realtime.

## 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](http://www.easyvista.com)