



Kansas City Public Library increases Customer Service with BOSSAssist Help Desk and DiagWin Enterprise.

DIAGWIN ENTERPRISE
and
BOSSAssist

September 2007

Public Library Case Study

Case Summary:

Location:

Kansas City, Missouri

Products/Services:

- **DIAGWIN** inventory and license manager
- **BOSSAssist** (service desk)
- Customized Training

Critical Needs:

Needed reporting from a help desk system that would identify and track cases entered by staff.

The library was looking to resolve cases in a timely fashion and to replace its home-grown system. A robust reporting engine was needed to track bottlenecks.

Results:

- Faster access to information about systems
- Easy and dependable way to track cases entered by end-users
- Faster resolution times
- Happy end-users
- Less time required for staff to close cases.

Background

The Kansas City Public Library (Kansas City, Missouri) encompasses a central library with 10 branches.

There are about 700 workstations, with 700 used for public access and 300 assigned to library staff.

Mark Nordike, Director of IT, said the library was using a “homegrown” software to track ticket cases based on an Access database, but that the library needed a more robust tool that could also define SLAs, (Service Level Agreements).

The Situation

Nordike said that “When I was first hired, the library was using an inhouse ticket case tracking system based on an Access database,” also “although the library had a help desk, it could not define SLAs and track against SLAs”.

“None of the staff could find cases, and no one knew which cases were open”. In addition, “End-users were dissatisfied with the time it took to

get a case resolved. Opinion of customer service was low.”

The library looked at four systems, including BOSSAssist, and did in-house evaluations on three of the products.

“The biggest factors in the decision were the number of key features that BOSS offered at its price point, ease of installation and configuration, and ease of support,” said Nordike.

“Whenever you need support, they are there.”

Implementation

After a demo in October 2006, Nordike evaluated BOSSAssist and the inventory and licensing management features of DiagWin Enterprise. Once the decision was made to go with DiagWin, the purchase order was issued. “We had the product installed within two days,” said Nordike. Suri Anantharama, Technology Business Manager of BOSS, conducted two days of on-site training. “Suri came in for a couple of days of great training. We were able to ask Suri all the questions we had and he

was able to answer them all.”

Kansas City uses BOSSAssist in several of its departments to help them track and log issues as they come up. The built-in reports that came with the product were so complete that Nordike hasn’t had to customize any existing reports or create new ones. Nordike uses the inventory feature of DiagWin Enterprise in tandem with the Microsoft Systems Management Server as a check. So far DiagWin is “right on target with SMS.”

For more information, contact BOSS at 800.317.6639 or info@boss-solutions.com

The Results

Time savings

- Reports only take a few minutes to print.
- 70% of cases are now closed within a day.
- Nearly all cases are now closed within three days.

More satisfied staff

- Our staff is very happy with the product, and its ease in helping them receive and resolve cases.

More satisfied users

- Opinions of customer service went from low to extremely happy.

Conclusion

“On a scale of 1 to 10, I give BOSS a 9,” said Nordike, “Only because there is always room for improvement.”



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About BOSS

Business Oriented Software Solutions Inc., a Norcross Georgia based company was established in 1991 and serves more than 350 customers worldwide. BOSS is an infrastructure management firm who specializes in IT lifecycle management, comprehensive asset management, integrated service desk solutions, network services, software solutions, and technical support.

BOSS enterprise solutions enable you to leverage your infrastructure management, business processes, and overall performance.

BOSS is committed to exceeding your expectations by providing industry expertise, software customization and a stellar support help desk.

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The logo consists of the word "DIAGWIN" in a large, bold, blue sans-serif font, with "ENTERPRISE" in a smaller, blue sans-serif font underneath.

The logo features a blue square icon with a white stylized figure, followed by the word "BOSS" in a bold, black sans-serif font and "Assist" in a blue, sans-serif font.

The logo consists of the word "U-WIN" in a bold, green, sans-serif font with a slight shadow effect.



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