Agricultural College uses their IT Help Desk to Improve Service Delivery

ABAC

Abraham Baldwin Agricultural College Improved Service Delivery with a Modern Service Desk

BOSSDesk

ITIL Service Desk on the cloud with an award winning Interface that simplifies IT Service Management

Benefit Summary:

- Service Catalog enables employees to easily enter requests and a drag & drop interface for administrators
- Comprehensive Incident Management produces significant savings in labor cost
- Total visibility and control to manage all types of assets across the service lifecycle

Customer Quote:

"**Fantastic tool that helped our organization grow. I wish I would have found BOSSDesk sooner."**

Allen Saylor, CTO & CISO at Abraham Baldwin Agricultural College

Customer

Abraham Baldwin Agricultural College (ABAC) is part of University System of Georgia and supports more than 4,000 students from GA, other states, and 24 countries. The college has 900 employees located at the main campus in Tifton, GA, at four other sites, and also supports the Georgia Museum of Agriculture.

Challenge

ABAC was looking for a modern cloud based service desk to meet their present day needs. They wanted to move away from their on-premise help desk solution as it had severe limitations that did not work well for remote users and the students. A major requirement was to find a solution that was user friendly so everyone could put in a ticket at any site or any location that they supported and would also be easy for students to use

Solution

The college did a proof of concept of BOSSDesk and it turned out to be a great solution for their environment. One of the major benefits for the college was the Service Catalog and the easy to create forms. Users loved it so much that the college expanded it to employee onboarding and to additional teams like Digital Media Services. It really helped that BOSS listens to the customer and comes up with new solutions to make the process easy. BOSSDesk helped the IT Department and the whole organization grow and they wished that they had implemented the product sooner.

BOSSDesk Features

INCIDENT MANAGEMENT

Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT

Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT

Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT

Manage all types of assets across the service lifecycle

SERVICE CATALOG

Easy for users to enter requests and for admins to customize

DASHBOARD &REPORTS

Reporting capability that enables effective service management.

SELF SERVICE PORTAL

Provides easy access for users to report incidents and request services.

MOBILE APPS

Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS

Interface and tools that can provision & manage the IT environment.

Results

Utilizing BOSSDesk, Abraham Baldwin Agricultural College expanded the Help Desk Coverage to many departments beyond IT including HR for on-boarding, Digital Media Services, Digital Signage, Website, Student Help, and much more.

Some of features that were most helpful in improving service delivery:

- **Service Catalog**. The Service Catalog was very easy to use for creating forms using the drag and drop interface. Depending on the type of user they were able to control who sees what form based on roles and permissions. Students were only given access to the forms that they use. Departments were allowed to add service catalogs and design the forms the way they wanted which was very efficient and allowed them to grow and as needed.

- **Dashboards & Reporting.** The dashboard was very easy to configure with customizable widgets for tickets, problems, changes, software contracts, approvals etc. Every user could customize the dashboard the way they wanted it. It turned out to be very useful for management in making business decisions.

- **Approvals, Canned Responses and Tasks.** Other features that ABAC loved were Approval Boards that make things very efficient, canned responses where they could send messages to everyone and the ability to add a task and assign people to complete the task. BOSSDesk also provides the ability to display logs of all events for records.

- **Service and Support.** ABAC stated that BOSS Solutions listens to the customer and comes up with new solutions to make the process easy. BOSSDesk helped the IT Department and the whole organization grow and they wished that they had implemented the product sooner.

A webinar recording of the implementation can be accessed at https://www.boss-solutions.com/webinars.html

For more information visit:

www.boss-solutions.com