



City of Marietta Improves User Satisfaction by Expanding Help Desk Coverage



Help Desk Software Used To Improve Service Delivery in City Departments

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 with 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:

“With BOSSDesk we were able to expand the Help Desk to other city departments and have seen significant improvement in response and resolution times.”

Kelly Hanson – Service Desk Manager, City of Marietta



Customer

The City of Marietta is located in central Cobb County, Georgia, and is the county's seat and largest city. The city had a total population of 60,000 making it one of Atlanta's largest suburbs. The city has 800 employees supported by an IT Department of 23 people.



Challenge

The City of Marietta wanted to move away from their On Premise Help Desk solution to a cloud based solution that would better serve their needs. In addition to managing IT service requests, they wanted a solution that could be expanded to address and manage service requests for other city departments in order improve overall user satisfaction.



Solution

BOSSDesk was selected because of the integrated service desk capability and a Service Catalog with an award winning user-friendly interface. In addition to serving the needs of the IT department, BOSSDesk has been successfully implemented across many city departments including Police, Public Works, Facilities, Traffic and Human Resources. The City of Marietta has seen significant improvement in response times combined with faster resolution resulting in improved user satisfaction.



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



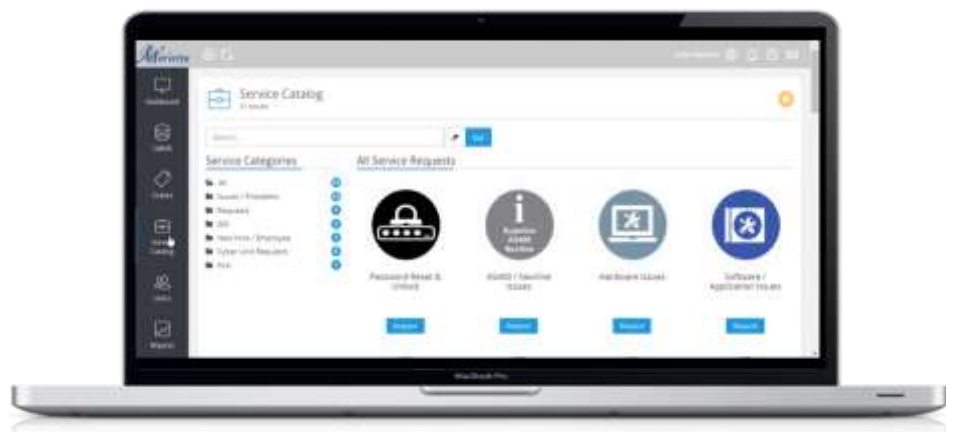
Interface and tools that can provision & manage the IT environment.

Results

Utilizing BOSSDesk, the City of Marietta expanded the Help Desk Coverage by creating Service Catalogs that addresses the service management requirements of many city departments including:

- **Facilities.** A service catalog was created for the department to allow facility requests to be entered and managed by facilities without being routed through IT.
- **Traffic Department.** A service catalog for the traffic department allowed for the reporting of issues with Glance, a program that controls the preemption of the traffic light signals in emergencies. The system also allows external vendors to be automatically added as watchers to monitor and comment on reported issues.
- **Public Works Department.** A service catalog was created for request associated with their Sages Software, used to manage planned reviews, permits and inspections. Again watchers are automatically added to monitor and comment on reported issues.
- **The Police Department.** The Police service catalog allows only the police department to access, review and manage requests for new hire background checks, cyber unit project request, criminal investigations, traffic statistics and crime statistics. A separate service catalog was created for the Police department to manage requests for transfers and promotions.
- **Human Resources Onboarding.** BOSSDesk enables the city to order and track all the appropriate equipment software, applications and permissions needed to support new employees. Tasks and approvals are generated to ensure the onboarding process is as effective as possible.

For more information view the recording of the webinar with City of Marietta at <https://www.boss-solutions.com/webinars.html>



For more information visit:

www.boss-solutions.com