



## City Transforms IT Operations with Service Desk



### New Service Desk Enables City to Reduce Cost, Improve Efficiency and User Satisfaction

#### BOSS Support Central

An on-premise ITIL Service Desk 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:

"This is a real transformation to our service desk and provides our customers excellent service."

*Park Malloy, ISS Project Manager at City of Tallahassee*

#### Customer

Tallahassee is the capital city of the state of Florida and the 7th-largest city in the state with over 190,000 residents. Within city government, the Information Systems Services department (ISS) provides technology and telecommunications services to all city departments, providing infrastructure, support, maintenance and project management for 20 locations and over 30 internal departments that interconnect with numerous external agencies.

#### Challenge

The City had used another IT Service Management solution for several years to track tickets and assets, but wanted the ability to scale, track time, create its own reports from the information collected, integrate with other systems, and be able to standardize its service desk process.

#### Solution

BOSS Support Central on-premise service desk was chosen because of a wide array of features, a comprehensive asset management capability and a user friendly interface. The City discovered that the product integrated well with other products already in place, and helped significantly reduce its IT Department's costs, improved efficiency and provided customers with excellent service.



## BOSS Support Central Features

### TICKET MANAGEMENT



Comprehensive solution for managing the lifecycle of Help Desk tickets

### PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

### ASSET MANAGEMENT



Total visibility and control to manage all types of assets across the service lifecycle

### SERVICE CATALOG



Easy for users to enter requests and for admins to customize

### DASHBOARD & REPORTS



Comprehensive reporting capability that enables effective service management.

### SELF SERVICE PORTAL



Provides easy access for users to report incidents and request

### 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

It became apparent that BOSS Support Central features and capability could address all the service management requirements of the City namely:

- The City was pleased with the implementation as the whole process went very smoothly. The City was also impressed with the user friendly interface and the ease of customization of the product.
- The City was able to standardize its process for managing service desk ticket requests. Everyone was using the same solution to manage the work, even though there was a slightly different work process within the different departments.
- The City was able to create their own reports from the information collected, and could integrate data with other systems. In a matter of about two months, the City had created sixteen customized reports that made the management team really happy.
- The BOSS Support Central solution gave the City an instant snapshot of any IT Project in terms of cost, status and efficiency. The ability to track projects as well as the funding spent on each project was of the utmost importance. City management was especially pleased with the reduction in costs that were estimated to be more than \$30K a year which allowed the department to fund other priority city projects.
- Trust with the vendor was one of the most positive aspects of working with BOSS Solutions. BOSS delivered what it said it would. There were no promises not kept. The City stated that it could not ask for a better partnership.



For more information visit:

[www.boss-solutions.com](http://www.boss-solutions.com)