



## City Dramatically Improves Efficiency with New Service Desk Solution



### City Consolidated Help Desk Functions to Increase Efficiency and User Satisfaction

#### Customer

Deerfield Beach is a city in Broward County, Florida, just south of the Palm Beach County line. With a year-round population of over 50,000 the City of Deerfield Beach provides customer-oriented services, which create a quality of life that, encourage residents and employers to enjoy South Florida and prosper in an ever-growing international economy.

#### Challenge

The City of Deerfield Beach wanted to consolidate several older products with an ITIL Service Desk solution that would provide a Service Catalog that addressed specific departmental needs, improved efficiency and was more responsive to their user community. The City was also looking for a solution with an integrated Asset Management capability and support for other ITIL processes such as Change Management.

#### Solution

The City chose BOSSDesk because of the integrated service desk capability and a Service Catalog with an award winning user-friendly interface. The City was impressed with support they received from the BOSS Solutions during the selection and implementation process and how easily the Service Catalog could be created to meet departmental needs. The City has seen dramatically improved efficiency and faster resolution resulting in improved user satisfaction.

#### 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:

“The Service Catalog and workflow capability of BOSSDesk is excellent”.

*Ron McKenzie – CIO at the City of Deerfield Beach*



## 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

With BOSSDesk, the City of Deerfield Beach created an integrated Service Desk that addressed the various departmental needs, improved user satisfaction, while dramatically improving efficiency in several areas:

- **Information Technology.** New hardware, software and support requests are managed, priority can be specified and response times improved. The ability to track and monitor incidents separately from requests provides the City far better controls to improve resolution time and efficiency. The ability to close multiple tickets associated with a specific problem was considered monumental in improving efficiency.
- **ITIL Best Practices** Using BOSSDesk the City was able to implement ITIL processes that included creating a CMDB, achieving better inventory control, implementing a knowledge base and a change management process.
- **Integrated Asset Management.** With BOSSDesk the City is able to track in real time all inventory on the network. The software allows all devices to be identified via bar codes, can keep track of all software contract renewals and provide all details regarding the software vendors.
- **Human Resources Onboarding.** BOSSDesk enables the City to order and track all the service and equipment needed to support new employees. Workflows create tasks and required approvals to ensure the onboarding process is timely and efficient.
- **Public Affairs and Marketing.** Users can make requests to post announcements on social media or through press releases, propose changes and additions to the website, and request videos.

The City of Deerfield Beach was also very impressed with how the BOSS team were open to new product enhancement requests and the speed at which these requests were implemented.



For more information visit:

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