



## Integrated Service Management For Improved Client Service



## Forsyth County Improved Customer Service in Departments Beyond IT

### 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 best help desk software I have used in my 20+ years of helpdesk experience.”

Rick Young – *Applications Support Manager with Forsyth County GA*

### Customer

Forsyth County located in the North Central GA is one of the fastest-growing areas in the United States, stimulated by its proximity to Atlanta. Due to the influx of high-earning professionals the county is ranked by Forbes as one of the top 20 wealthiest counties in the US. Forsyth County is made up of 30 different departments/agencies with approximately 1,000 county employees.

### Challenge

The County was looking for a Service Desk Solution that in addition to being an effective IT Help Desk could also provide and manage a service request for all the counties departments. The 7 departments that were initially designated to be supported by the new solution were Information Systems, GIS Systems for both employees and citizens, Public facilities for both county facilities and public libraries, Sherriff's Office/Public Safety, Communications, Fire department and Procurement.

### Solution

BOSSDesk was selected because of the integrated service desk capability and a Service Catalog with an award winning user-friendly interface. BOSSDesk has given Forsyth County the ability to add procedures and structure to their service request process. Several departments are taking advantage of the features and functionality to enhance service levels and better serve their customers.

## 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 Forsyth County was able to create a Service Catalog that initially could address all the service management requirements of the following departments:

- **Information Systems.** User can request support for all hardware & software issues, and request new software. Changes to the County Website can be requested and files and documents can be uploaded. IT employees can also make internal requests for services such as network support that can be routed to a change request board.
- **Geographical information Systems (GIS)** Citizens, other county departments and land developers can request data related to spatial locating services and the department also uses the solution to track time, by project, product and department.
- **Public Facilities.** Request for services of electricians, builders and painters can be made and time is tracked per request for charge back to the various departments. The BOSSDesk scheduler is also used for automatically generating planned maintenance tasks.
- **Communication.** Request for meeting rooms can be scheduled together with request for associated AV equipment
- **Public Safety.** Includes Sherriff's department and E911. Requesters can make request for radios, computers and vehicle maintenance.
- **Fire Department.** Request for IT and radio services can be made.
- **Procurement Department.** Request and procedures for managing surplus equipment are effectively handled.

More departments are being added to the service catalog and other services expanded and enhanced. 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](http://www.boss-solutions.com)