



Holt of California Improves Efficiency by Integrating Help Desk Software with Bots

HOLT
of California



CAT® Dealer Improved Efficiency and Service Delivery Across the Organization

Customer

Holt of California is a member of Caterpillar dealers worldwide and sells and services a wide-variety of equipment including Large and Small Construction Tractors, Agricultural Equipment, and Forklifts. Holt provides jobs for approximately 800 employees and consists of 3 companies, Holt of California, Sitech West and Holt Ag Solutions.

Challenge

Holt was looking to enhance its Help Desk Software in order to achieve savings in manpower, improve efficiency and reduce response times. They wanted to automate many processes using Bot and App technology including the onboarding of new employees. They were looking for an integrated user friendly solution that would improve service delivery and user satisfaction across the organization.

Solution

The older BOSS Help Desk was upgraded to the new BOSS Support Central in 2019. The advanced capabilities of this system and integration with Accenture Bot technology enabled the automation of new employee onboarding provisioning which saved significant manpower. In addition Holt was able to reduce response times for other service requests to under 5 minutes. The Service Catalog has also been deployed to improve service delivery across the organization.

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:

"BOSS has been a great partner and listens to our needs – it feels like a family, and the system works perfectly."

Gail Dryden –

Director of Information Technology at Holt of California



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

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

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

CONFIGURATION & TOOLS



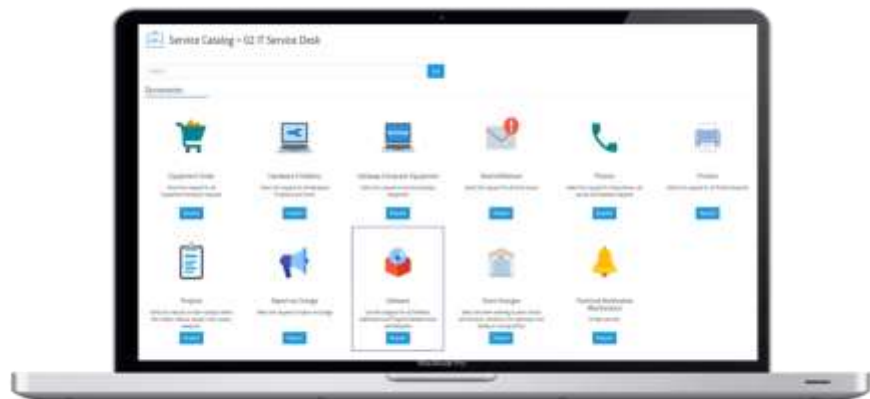
Interface and tools that can provision & manage the IT environment.

Results

The advanced capabilities of BOSS Support Central combined with the integration with other Bots and Apps provided Holt of California with significant savings in manpower, improved efficiency and enhanced service delivery within the organization. Benefits include the following.

- **Automating the provisioning and onboarding of new employees.** Integrating the service catalog and routing rules with Accenture Bot technology allowed Holt to reduce the time to provision required services for new employees by more than 3 hours per employee. A similar approach was used to remove services for terminated employees.
- **Reducing service request response time to under 5 minutes.** Using capabilities including SLA's, Mobile Apps and scanning capability, Holt created a Fixit campaign that successfully reduced the time to respond to service request to under 5 minutes.
- **Improved performance monitoring and user satisfaction.** Customized dashboard, comprehensive reporting and survey capabilities provided Holt with improved metrics to manage the business.
- **Reduced IT manpower required to support third party vendors.** Using routing rules, external partners providing support such as printer vendors were able to receive service requests directly from the help desk, thereby reducing the workload on IT while maintaining complete control.
- **Improved service delivery through use by other departments.** Holt expanded the Service Catalog to manage service requests for other departments including Facilities, Maintenance and Accounting and improved user satisfaction across the organization. Expansion to several other departments is planned for the future

A webinar recording of the implementation can be accessed at www.boss-solutions.com/resources



For more information visit:

www.boss-solutions.com