

TierPoint

IT Services Leader's Acquisitions Require Flexible Service Desk

Business Overview

TierPoint operates an aggressive expansion strategy within one of the fastest growing industries in the United States. Since 2014, the national IT services provider has experienced more than 400 percent revenue growth through acquisitions in data and colocation centers, cloud computing, disaster recovery and managed services.

Challenges

TierPoint is a modern organization, built by weaving together complementary companies with the aim of maximizing efficiency and productivity within IT services. It has expanded at an unprecedented pace and required systems and processes that are able to maintain the same relentless pace. After doubling in size due to acquisition, the team at TierPoint needed to establish a uniform service request system across all enterprises—one that was not only customizable on the front end but that could be rapidly retooled as future needs arose. They needed a solution robust enough to scale but mutable enough to incorporate ever-shifting requirements.

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— Nathan Kring,
Software Architect

Nathan Kring, TierPoint Software Architect, explained: "We needed something that would be flexible with minimal time required to integrate. We wanted to leverage the systems' capabilities for customization, but we needed it to work with a portal that was still in development from our end. We also had to be confident that we weren't

painting ourselves into a corner, we knew the business would continue to change and our system would need to flex with it."



Industry

- IT Services

Challenges

- Shifting system landscape due to aggressive acquisition strategy
- Create a single, unified service ticket solution that could win over customers and employees preferential to their previous service ticket solution
- With acquisitions constantly in the pipeline, a single system would need to be highly configurable with ability to incorporate new acquisition locations, employees, and customers

Agiloft Solution Benefits

- A single solution that mimics key elements of more than three previously distinct service ticket systems
- Full access to the design interface to quickly deploy new changes without requiring manual coding
- Size and breadth of support experience to partner with an organization with an expanding national footprint

Date of publication: 2/09/2018

The Search

Nathan and his team identified ten potential solution providers to develop a unified ticketing system. It became clear early on that TierPoint would need a partner that could service a large enterprise and respond immediately. In addition, the system would require advanced customization to capture all the essential elements of the previously distinct ticketing processes.

“We knew integration would be a big part of anything that we did, so control mattered a lot. All of the solutions we looked at offered a small subset of APIs [interfaces] and while you could make changes, if you customized anything that capability went away. Agiloft gives you the capability to customize and access APIs—full access to everything.”

The Project

Although TierPoint was growing at an unprecedented rate, they had limited resources to work on a project of this magnitude. Implementation had to happen quickly but it also required the ability to later change or add layouts and rules without code. The Agiloft solution offered this flexibility without any programming required.

“With Agiloft’s configurability, we created a single system that could mimic the previous three. One of the initial challenges with merging systems pertained to the number of unique requirements of one of the portfolio companies. They had subsidiaries with customers specific to each, effectively every customer had a separate support location, and tickets had to be sent to the specific subsidiary supporting that customer,” Agiloft Project Manager Craig Gordon explained.

In the end, TierPoint selected Agiloft to address its multilayered system needs. Then they did it again, and again, with essentially three different launches of the system. Each time,

the team would incorporate another acquired company, their respective system elements and their client needs. As TierPoint continued its rapid growth, new modifications were made and new rules adopted—flexing and growing in support of a successful integration.

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Solution Benefits

“During this last acquisition, there was so much change going on in the moment and the system just absorbed it and allowed us to move forward,” Nathan said.

TierPoint continues to expand, bringing in new organizations and their respective processes, and Agiloft offers the scalability and responsiveness required to meet those demands. Recently, Agiloft met its greatest challenge yet, when TierPoint acquired a company that used a competing solution with a user-base that represented half the company and customers. Again, Nathan and his team had to determine whether Agiloft was truly the right system for the combined company. Asking half the organization to adopt a new system while their current system is functioning well and serving their needs can be an unpopular decision. In the end, TierPoint came back to the configurability of Agiloft and the system’s ability to mimic the previous system, something the other system could not accommodate.

Nathan commented, “It allows us to act like one unit, incorporating the tickets and processes from the acquired companies. We have a greater national footprint now. Bigger customers in more places but only one system, we have visibility across the enterprise, rather than in silos.”



Let Us Show You

What Agiloft has done for TierPoint, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

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