

Cal Poly

Top Service Desk Solution for 10 Years

Business Overview

As the technical experts for one of the country's top ranked public universities, Cal Poly's Information Technology Services (ITS) team provides critical support to the faculty, staff, and students. More than 30,000 active users turn to the ITS group every day, all with expectations befitting the high standards of one of the nation's most tech-savvy academic communities.

Challenges

With upwards of 20,000 requests per month, Cal Poly ITS needed to draw the shortest distance between its users and the staff most capable of timely resolution. This required a service request system that could scale, respond quickly, and handle the unique demands of over 70,000 licensers. Cal Poly ITS's Don Ruxton and his team needed a solution with the flexibility, depth, and nuance to support six different applications: technical services, account access requests, software requests, ITS-related assets, technical abuse complaints (copyright issues and other inappropriate usage) and user experience surveys. Each of these applications required the automation of

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— Don Ruxton,
System Administrator

distinct escalation workflows, variabilities in prioritization and reporting of key performance indexes.

In a collegiate environment that turns out some of the most talented and capable young experts in computer science, every department and group wanted to offer

its own programmed solution. For ITS to win over its users, it needed a universal system that would appeal to even the most diehard homegrown, do-it-yourselfers.

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Industry

- Education

Challenges

- 20,000 monthly service requests requiring system intelligence to adjust workflows and escalations based on complex variables
- Centralized IT department flanked by each college's technical support teams; agreement of all key members in system decisions
- A customized system without the time and expense of custom programming

Agiloft Solution Benefits

- System accuracy routes requests to right team with all pertinent information to respond with speed and precision
- Handling more than 10 times the volume of requests
- Drastically reducing system costs by offering a single platform for new and evolving application needs

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The Search

Cal Poly initially selected Agiloft 10 years ago in a grueling RFP process, stacking up against every other top vendor at the time. Every couple of years, the process repeats itself. Cal Poly ITS conducts an environmental scan: they go out into the market place and revisit available solutions. Everyone on campus brings a certain amount of expertise to the decision-making and has contrasting notions of what is best. Don Ruxton expanded on why they continue to select Agiloft each time: “Nobody has been able to top the Agiloft system. When we do the reviews, we have technical people from different parts of the college. Everyone agrees to stay with Agiloft even if they have a former favorite.”

Agiloft also meets or exceeds every stringent security standard, government regulation, and ITIL recommendation associated with operating within a public university.

The Project

Approximately 250 technical support personnel on 50 teams across the university respond to incoming service requests. The Agiloft system automatically analyzes the request, finds the correct support team and references an allocation table to ensure the team is equipped to handle the response; if not, it resubmits the request to the most appropriate service resource. In addition, it assesses the degree of urgency and escalates the ticket accordingly.

The Agiloft solution dramatically reduces the load on the service desk by using the dependent fields to answer critical questions that can better equip the end-recipient.

Implementation

“Agiloft held training sessions while they implemented our complex customization. They explained how and why each step worked the way it did. Within a week, it was working great and we

all knew how to use it,” Don noted. “The experience exceeded our expectations in several ways. Agiloft is the right size; if I need to I can talk to the principals of the company and effect a change or get a response. Yet, the company is large enough to handle everything that comes along for our extensive user base. Also, Agiloft is very savvy—always looking forward so that they can anticipate our future needs, they are already two steps ahead.”

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Since the initial implementation, Don and his team have quadrupled their application of the Agiloft solution. With the system’s ease of use, they handled most of those updates directly. “We’ve added more requests with various types of workflows. We can do it ourselves, but if we need support, the Agiloft team is excellent. We’ve had the same support technician for over 10 years.”

Solution Benefits

With the Agiloft cloud-hosted service desk in place, CalPoly ITS handles more than 10 times the initial volume of requests, including the complexity of routing them to the right team within a distributed model of each college having its own support group. The accuracy of the system allows each team to get the pertinent information that they need to respond in a shorter period of time and in a targeted manner. In addition, the Agiloft system manages the escalation process, escalating at an assigned variable of time based on specific factors. The system generates key performance indicators and generates an automated report, sending it to the appropriate personnel to provide a better understanding of overall operations.

Several times over the years, a colleague would come to Don to pitch a custom application to achieve a certain aim. The proposal usually involves a certain amount of programming. When this happens, Don is usually able to explain how Agiloft can achieve the result in a matter of hours with no coding as opposed to the months it would take to develop the app. "You really have to take a moment to weigh the actual cost of any system. The Agiloft system doesn't require a lot of programming: most any other will require programmers and administrators, and how much does their time cost? Add that all up. It needs to be part of the equation. Also, consider what happens when that programmer leaves and there is no longer a way of managing the system." With Agiloft's easy, rules-based workflow, Cal Poly ITS boasts a service request system that will remain vital and efficient for decades to come.

Let Us Show You

What Agiloft has done for Cal Poly, 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.

About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S. government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.