

ISCorp

Private Cloud Expert Installs ITIL Service Desk in 6 Weeks

Business Overview

ISCorp has been an industry leader in data management, systems integration, and security best practices since 1987. Offering specialized expertise in building and managing private secure cloud solutions, the company delivers its clients instant access to the latest capabilities, technology, and infrastructure.

Challenges

Costly and labor-intensive to maintain, ISCorp's existing IT services system was so complex that it needed to engage third-party developers to make changes. "We were spending a lot of time servicing a clunky system," said Adam Schlosser, Infrastructure Architect. "When it was broken, it was really broken." Fortunately, the software was about to reach its end-of-life, spurring ISCorp to seek out a replacement.

The Search

The search for a reasonably-priced, easy-to-use solution that was able to tackle change management and time tracking brought ISCorp to Agiloft ITIL Service Desk Suite. Ultimately, it was Agiloft's ability to handle the implementation, host the system, and provide full technical support that led Schlosser to commit to the system. "In my search, Agiloft was the clear winner," recalls Schlosser.

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Infrastructure Architect

The Project

Once ISCorp chose Agiloft, it issued a challenge: finish an implementation in 6 weeks that would normally take 8 to 12.

The new solution needed to be live in time for ISCorp to meet milestones associated with its SSAE16 Type II annual audit (now known as SSAE18 Type II). If the new system could not be rolled out by the September 1, 2016 deadline, ISCorp would need to wait until February of 2017 to comply with the auditing schedule. The clock was ticking. Dick Miller, Project Manager and Implementation Specialist at Agiloft, took on the



Industry

- Cloud services

Challenges

- Clunky, difficult-to-manage, expensive-to-maintain legacy system
- Legacy system being sunsetted
- Inefficient to generate reports for auditors

Agiloft Solution Benefits

- Efficient system for external customer support and internal change management
- Automated workflows expedite change management and customer support
- Quick, easy report generation for auditors
- Customized notifications, ticket categories, and views
- No-hassle hosted system, with full implementation and customer support

challenge — importing tickets, disabling parts of the system — such as SLAs and OLAs — unnecessary for the initial implementation, and customizing the solution based on ISCorp's product offerings. The system went live after six weeks. "Everything went smoothly," said Schlosser, describing Miller as "the best implementation specialist [he has] ever worked with."

Hosted by Agiloft, the new system serves about 1,000 external users for customer support and 26 ISCorp employees for internal change

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management. The customer self-service portal encompasses an incident table and user self-registration and vetting processes. Thanks to Miller's customization work, the system limits UI banner notifications and the category choices available for ticket submission depending on the specific products to which customers are subscribed. For instance, if an outage of ISCorp's Skyward application were to occur, only customers who have purchased that product would receive a banner notification in their support portal.

Meanwhile, via the change management system, employees can create change tickets, which management can then approve. The system also incorporates complex workflows for IT events and allows staffers to create custom searches and views depending on the products on which they focus. A particularly noteworthy feature is conditional task generation, which eliminates the

guesswork regarding which actions are required for a specific device builds or decommissions. Components of the change management system also include problem management, change requests, surveys, the scheduled creation of incidents from templates, and a table of exception policies.

Solution Benefits

The system saves ISCorp a lot of time in handling customer support and in compiling reports for auditors, the latter of which is crucial to ISCorp's business. "If we miss something on an audit, we will get dinged," explains Schlosser. "With the old system, it would take days to create reports for auditors; now, it takes only 15 minutes." He also appreciates how Agiloft's automated workflow facilitates change management by taking employees through checklists of essential tasks.

"I would definitely recommend Agiloft," Schlosser says. "Between the product and excellent support, it's a complete package. I'm happy with the approach we took — finding software better than what we had and letting someone else maintain it — because that's not our wheelhouse. Now, we can focus on serving our customers."

Let Us Show You

What Agiloft has done for ISCorp, it can do for you. In a matter of hours we can set up a custom proof of concept for your toughest business process to show that Agiloft really can meet your needs. Just give us a call.

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