Agiloft

Tektronix

Simplifying Website and Content Management

Customer Overview

For more than 60 years, engineers have turned to Tektronix for test, measurement, and monitoring instrumentation to solve design challenges, improve productivity, and dramatically reduce time-to-market. The company's customers work in the communications, computer, semiconductor, military/aerospace, consumer electronics, education, and broadcast industries.

Challenges

When Sarah Danforth became the Web Design Team Manager at Tektronix, her group was struggling to manage employee requests for changes to the Tektronix websites. At that point, her team would log each request into an Excel spreadsheet, then assign them to developers. The system, if it could be called that, was barely adequate for tracking the volume of website changes. It also made accountability difficult because the spreadsheet didn't provide room for information about the communications and actions surrounding each request. The spreadsheet also didn't allow requesters to check the status or escalate their requests. Naturally, response and turnaround times were slow, reporting was entirely manual, and metrics were clunky.

> "I would absolutely recommend Agiloft. The tool works just the way I expect it to. The cost is reasonable and the service is great."
>
> — Sarah Danforth
>   Web Design Team Manager
>   Tektronix

The Search

Initially, Danforth investigated in-house tools to see if one could suit her purposes, but none offered the functionality her team required. She realized that the right tool would need to include reporting capabilities and be customizable, scalable, and easy to use. Since Tektronix didn't have the budget to provision in-house servers for the system, Danforth needed a vendor with a hosted, cost effective Software as a Service (SaaS) option.

After investigating about a dozen products—most were too expensive, inflexible, or difficult to use—Danforth selected Agiloft. "During the

Industry
- Test Equipment Manufacturing

Challenges
- High volume of requests
- Needed a more responsive website and collateral creation request process
- No in-house IT support
- Manual reporting required too much time

Agiloft Solution
- Help Desk application quickly customized to their needs
- Hosted SaaS service

Benefits
- Reduced response times
- Faster turnaround
- Decreased workload
- Higher level of accountability
- Better metrics and reports
- Accessibility

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demo, they answered 'yes' to every one of our 150 questions about functionality," she remembered.

Agiloft Solution

Danforth's team implemented Agiloft's Help Desk application through its SaaS program, easily transforming it into a Web Request application. Later, they added functions for the Collateral Development and Marketing Operations teams, initiatives that took only one week each.

Due to the product's intuitive interface, they were able to complete the majority of these implementations themselves. "We read through the documentation and started working on it," Danforth said. "And when we got stuck, we called our Agiloft consultant. An hour here, two hours there." In all, they used less than 20 hours of consulting time. With such a positive track record, it's not surprising that Danforth is currently managing the set up of new sub-tables and workflows for the company's international Web teams.

With the automated queue management system, the Web team's internal customers (Marketing, Product Management, HR, and other departments) can submit work requests relating to any of the company's Web platforms: the external and intranet websites, sales and partner extranets, and email campaigns. They use web forms to enter requests, which are assigned to developers; meanwhile, all actions and communications around ticket completions are captured. "The teams who submit requests to us love the tool as much as we do," Danforth said.

Benefits

- **Reduced Response Times** - Before, the Web team would take up to three days to respond to a request. Now, they guarantee a response within 24 hours.

- **Faster Turnaround** - Request completion used to take six or seven workdays. Now, it takes only three or four days. Danforth's team closes about 170 requests per month (from 111 requesters).
- **Decreased Workload** - Danforth estimates that her workload alone has dropped by about 60-70% now that she no longer needs to maintain a request spreadsheet.
- **Higher Level of Accountability** - With Agiloft, it's easy for Danforth and her 17-member team to figure out what happened with a particular request by consulting data tracked by the system. As a result, both the requestors and the Web Design Team have a higher level of accountability.

> "The teams who submit requests to us love the tool as much as we do."
> — Sarah Danforth

- **Better Metrics and Reports** - Before, Danforth spent hours, even days creating reports for herself and management. Now, "it's all there, easy to slice and dice every which way," she stated.
- **Accessibility** – Before Agiloft, the Web team's request queue was about 30% larger than it is today. That's because requesters couldn't view the queue, so they were submitting duplicate requests and being counted twice. Now that they're able to see their own requests and the full status details, they can learn the status of, update, and escalate their tickets without generating new requests.

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.