

cherwell

Creating a More Connected Campus

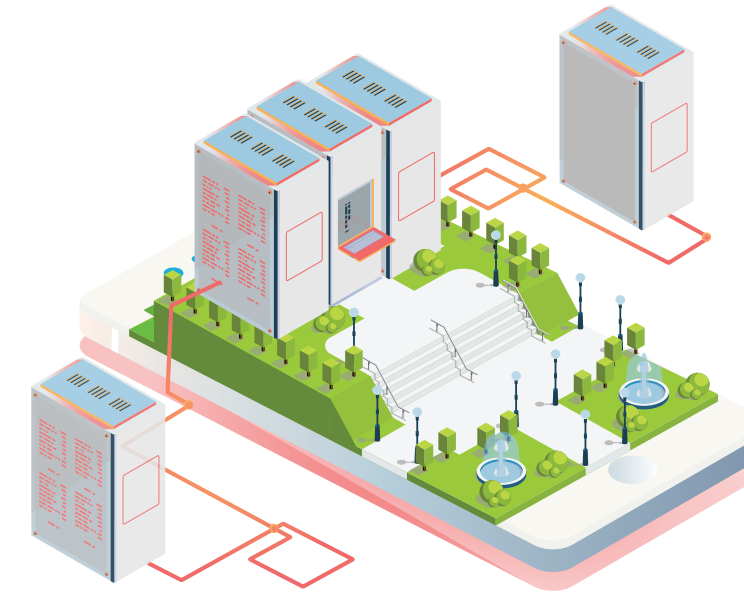
IT Leaders at Four Universities
Reimagine What's Possible with ITSM



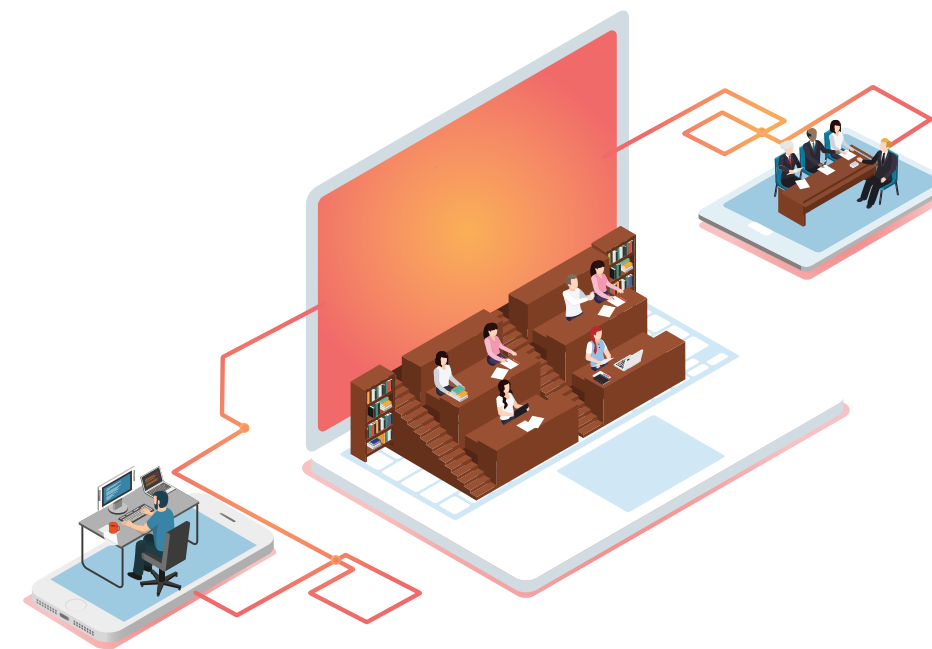
As campus IT leaders face growing responsibilities amid tight budgets, three key challenges have emerged: maximizing operational efficiency, improving user experience and embracing innovation.

Here's how four universities have used Cherwell's ITSM solution to transform these challenges into opportunities and reimagine what's possible.

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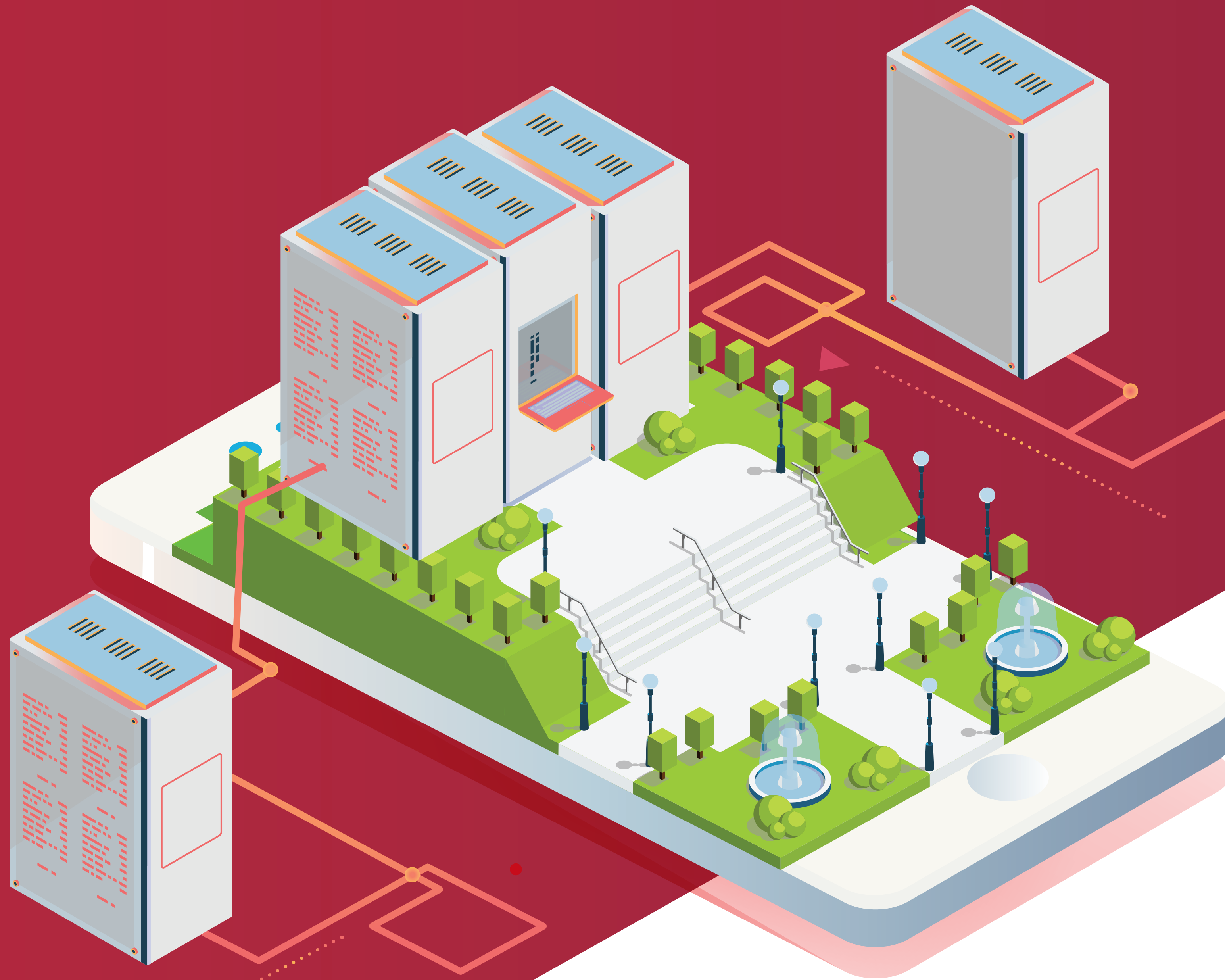
Reimagining Operational Efficiency
at the University of New Mexico



Reimagining the User Experience
at Worcester Polytechnic Institute
and the University of Texas System



Reimagining Campus-Wide Innovation
at the University of Missouri



Reimagining Operational Efficiency

The University of New Mexico (UNM) does more with less, halving ITSM customization and configuration time, while increasing customer satisfaction



Reimagining Operational Efficiency

What we know

When IT staffers were surveyed about obstacles to providing high-quality help desk experiences, the largest number **(44%) said the biggest hurdle is modernizing service systems.**

SiteCore via Finances Online



Reimagining Operational Efficiency

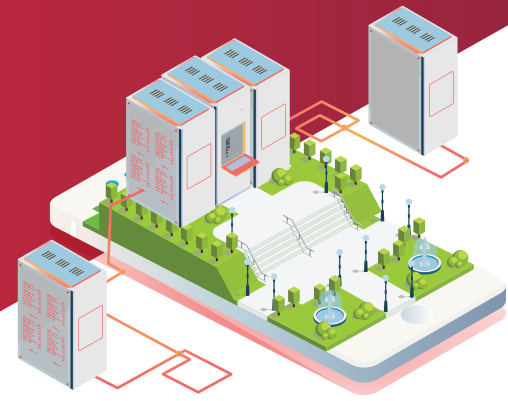
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What wasn't working

The UNM IT department saw budgets decrease year after year, while the services they had to provide to 38,000 students, faculty and staff steadily increased. Doing more with less wasn't feasible with two disparate ITSM solutions and an IT team fragmented between desktop, server and network specialists with little-to-no knowledge-sharing. IT staff spent too much time on mundane tasks like managing help desk tickets and service requests, and a disproportionate share of the IT budget went to supporting developers and engineers to maintain the two ITSM systems.

"There is a DIY element to Cherwell that we love. You don't need highly skilled developers and resources to make changes to the system."

—TJ Martinez, Director of Customer Support for Core Information Technologies, University of New Mexico



Reimagining Operational Efficiency

What IT leaders did about it

UNM replaced its two siloed legacy service desk solutions with Cherwell ITSM. **By unifying all campus IT teams behind one simple, easy-to-use codeless solution, the school has been able to:**

Reduce licensing costs by nearly 75%

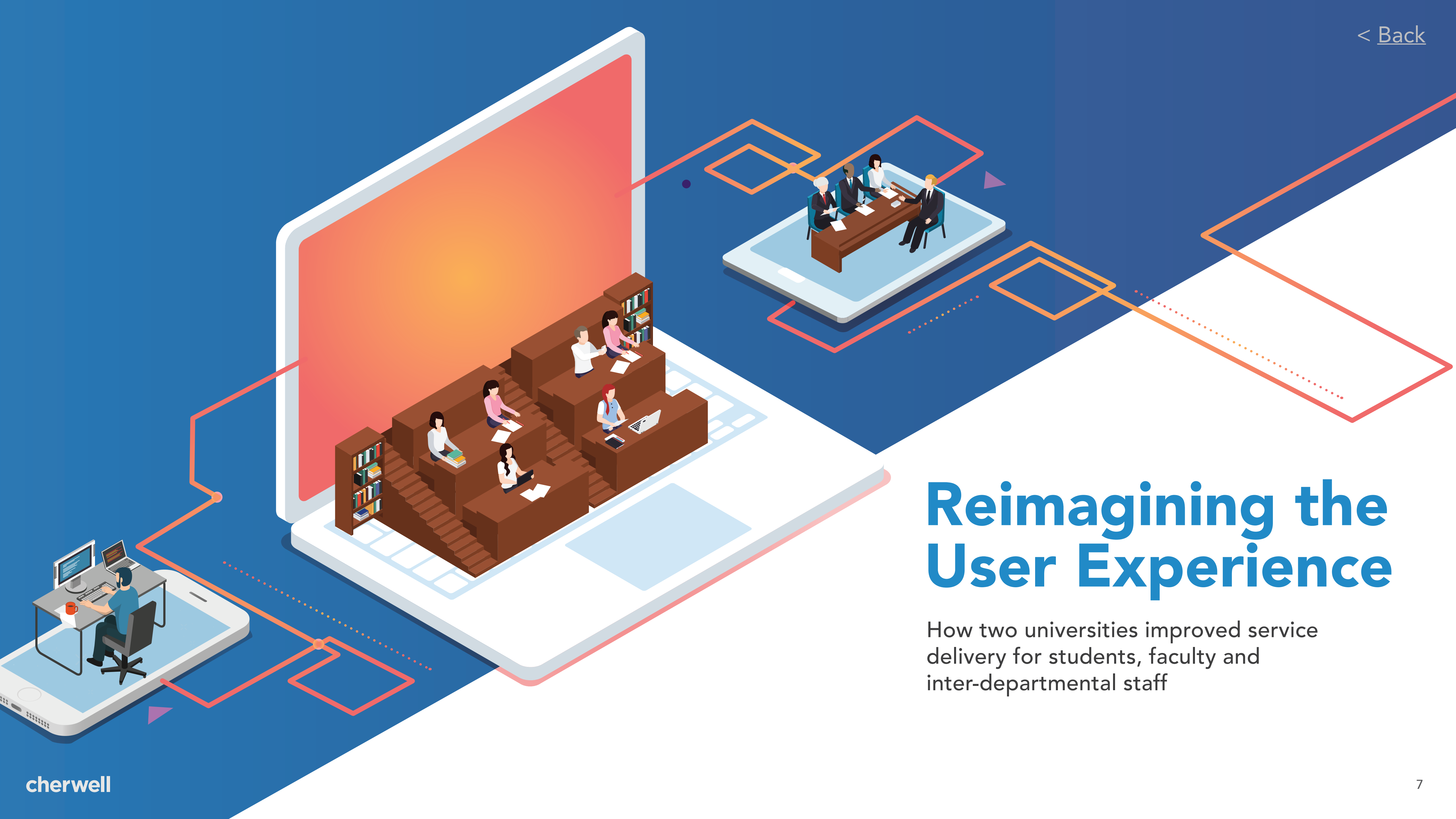
With Cherwell's concurrent licensing model, student IT staff can use the platform on a floating basis. UNM can now support 295 users with just 95 licenses.

Centralize system management

All IT staff can manage ITSM processes, create their own dashboards and automate workflows through one portal, while Cherwell's IT Project Tracking enables managers to easily oversee operations and maintenance for the entire IS organization. Employees can quickly create projects, find related tasks and get a comprehensive overview of what teams are working on.

Increase customer satisfaction

The help desk has increased first-contact resolution from 51 to 75 percent by using the data collected through the Cherwell platform. By identifying trends, updating knowledge articles and resolving problems faster, the team has raised customer satisfaction to an average of 4.5 out of 5.



Reimagining the User Experience

How two universities improved service delivery for students, faculty and inter-departmental staff



Reimagining the User Experience

What we know

When help desk users were surveyed about customer service, the largest number of respondents **(33%) said their definition of good service is having their problem resolved in one interaction.**

State of Global Customer Service Report 2019



Reimagining the User Experience

What wasn't working

Students, faculty and staff at the Worcester Polytechnic Institute (WPI) and the University of Texas (UT) System were constantly frustrated with the quality and timeliness of service delivery. They experienced long wait times for support, repeatedly calling and emailing the service desk, with no visibility into the status of their requests. WPI users had to locate and navigate separate web pages for every campus IT unit, using different methods to look up department personnel or select a service option. UT managers across departments spent weeks just trying to get a new hire onboarded into the system.

"Within a month, people were saying, 'I can request more things and it's not confusing. Instead of complaining, their mindset became more, 'Hey, I like this!'"

—Derek Schaubert, IT Manager, University of Texas System Office



Reimagining the User Experience

What IT leaders did about it

By implementing Cherwell ITSM, WPI and the UT System Office have been able to:

Quickly implement and customize an interactive self-help portal

Now users can log issues, track status and access knowledge that helps them solve their own problems. IT staff can also customize features using Cherwell APIs, which would be difficult and time-consuming with another platform.

Track, optimize and repeat

By seeing where users are submitting tickets and how long staff are spending on certain tasks, service desk personnel immediately have the context needed to resolve issues quickly.

Enable collaboration

One platform with centralized data means easier collaboration for students, faculty and staff. For example, UT department managers used to spend weeks onboarding new hires into the system, a process that required multiple emails and forms. Now it's a fast, automated process.



Reimagining Campus-Wide Innovation

How the University of Missouri
enabled administrative and academic
units beyond IT to advance
game-changing initiatives

Reimagining Campus-Wide Innovation

What we know

By 2020, 80% of CIO's will be compensated based on business KPIs and metrics that measure IT's effectiveness in driving business performance and growth, not IT operational measures.

IDC FutureScape: Worldwide CIO Agenda 2019 Predictions



Reimagining Campus-Wide Innovation

What wasn't working

Higher ed IT leaders rarely get to help other administrative and academic units on campus pursue their own cutting-edge technology initiatives. As Megan Hartz, Associate Director of Service Management at the University of Missouri puts it, they're often the "no" people instead of the "yes" people. Before Mizzou replaced its legacy ITSM system with Cherwell, any kind of customization was a headache. Inefficiency and inflexibility kept IT staff mired in mundane administrative tasks, stifling the ability to innovate in ways that were truly transformational.

"Customization used to be a bad word around here. Not any more...Usually in IT we're the "no" person, but now it's great because we get to enable other departments and they get excited about how game-changing this can be for them."

—Megan Hartz, Associate Director of Service Management, University of Missouri

Reimagining Campus-Wide Innovation

What IT leaders did about it

Mizzou's IT department discovered that Cherwell ITSM could enhance the services delivered by other administrative and academic units, beginning with the campus's world-renowned research facilities. **Using Cherwell's codeless platform, portal capabilities and extensible object structure, IT staff helped one of the school's core research service centers build a custom solution that enables them to:**

Provide DNA sequencing services on and off-campus

Researchers can request DNA sequencing from the Mizzou lab, view the status of their sequencing request while it's being conducted and share the results.

Offer DNA sequencing as a revenue-generating service

Commercial entities—such as law firms who need an independent DNA analysis for a court case—can make their own requests.

Enhance scientific collaboration

With the ability to easily request and obtain DNA sequencing, researchers on campus can more easily collaborate with colleagues at Mizzou and worldwide, putting Mizzou at the forefront of cancer research and precision medicine.

This custom solution is one of what Hartz hopes will be many custom solutions enabled by Cherwell to serve the aspirations of various administrative and academic units.



Get a Firsthand Look with a Product Demo

See how you can reimagine service delivery
at your campus with Cherwell ITSM.

[Watch the Demo](#)