IT Risk Management

Client Profile

A law firm serving technology and life sciences clients of national and international prominence.

Challenges

When the client approached CBI, they were suffering from the lack of an effective IT help desk. As a large firm with multiple locations, tracking requests, recording issues and maintaining a detailed history of the corrections made posed a significant problem. Due to the lack of an automated system, the IT team was constantly recreating the wheel and response times were lagging.

Logistical inefficiencies were exacerbated by the sheer quantity of IT support requests that were being made. From new phones and keyboards to password resetting, the attorneys and employees were desperate for a change.

Solution

In order to address the client's multiple challenges, CBI recommended implementation of Symantec ServiceDesk, a help desk solution designed for expedited implementation, integration, customization and optimization of IT processes. The product automates support requests by enabling users to electronically submit the issues to the firm's IT team. The electronic submission is critical because it allows for tracking of the job ticket, history of the account, recording of previous resolutions to related problems and faster response times.

Because ServiceDesk is built on the Symantec Workflow platform, CBI was also able to recommend customization of the product to best meet the firm's operational needs. The CBI Endpoint Management specialist on the project implemented routing rules, which automatically directs job tickets to the appropriate Help Desk specialist to handle a specific issue. In addition, a customized reporting system was woven into the ServiceDesk solution, providing valuable data to the client's help desk director.

Results

The successful implementation of ServiceDesk proved to be invaluable for the firm and the IT help desk specialists alike. Not only did employees benefit from faster response times and more efficient issue resolution, the IT team is now able to utilize account histories and records to learn from past projects.

The routing rule also created efficiencies and saved all parties a great deal of time by ensuring that the appropriate IT specialist receives the job ticket as quickly as possible. The custom data capture functionality enables the firm's Director of IT to compile detailed reports that have proven critical in making long-term management decisions regarding IT infrastructure.

OVERVIEW

Industry
Law

Solution
Symantec ™ ServiceDesk

CBI Generated Results

- Faster response and efficient problem solving
- Comprehensive case histories and records
- Detailed data reports that fuel long-term business decisions

CBI CASE STUDY