



# Loyola University Maryland Aims for an A+ IT Service Desk with Improved End-User Experience

## ORGANIZATION

Loyola University Maryland

## INDUSTRY

Education

## LOCATIONS

United States

## KEY CHALLENGES

- Empower staff and students to leverage technology while ensuring a high quality and secure end-user experience
- Improve information access to capture, understand and refine the end-user experience
- Visibility to monitor and manage end-points, creating the foundation for proactive technical support

*Loyola University Maryland was looking for greater visibility of IT performance across its campus to help improve efficiency and plan for longer term strategic investments. In just six months, Nexthink has helped the technology services (TS) department become more proactive in its approach to the management of incidents, security, and improved speed of issue resolution for staff and students.*

## CONTEXT

Founded in 1852, Loyola University Maryland is a post-secondary institution rooted in the spiritual and education traditions of the Society of Jesus. In practical terms, this means a focus on developing the cura personalis or “whole person” of students to create future leaders who “learn, lead and serve in a diverse and changing world.”



With three campuses, three schools and more than 40 undergraduate and graduate programs, the University is committed to a rigorous curriculum which challenges students and engages faculty and employees to improve academic results and embrace continued importance of diverse liberal arts. Ultimately, Loyola seeks to embody the ideals of the founder of the Jesuits, St. Ignatius of Loyola: Intelligence, perseverance and generosity.

*"Nextthink has enabled us to quickly and easily determine the root cause of issues for speedier resolution with greater accuracy."*

**Patrick Donohue**  
Director of Client Services,  
Loyola University Maryland

## CHALLENGES



With more than 6,000 undergraduate and graduate students and 400 FTE faculty across three campuses, Loyola faced the challenge common to many educational institutions: Empowering staff and students to leverage self-service technology portals while ensuring a high quality and secure end-user experience. The institution already serves more than 2,500 endpoints on Windows with a Mac rollout coming soon; with only limited IT support staff available the school needed a way to capture, understand and refine the end-user experience. This is especially critical from an IT service desk perspective: If staff cannot discover and drill down to the root cause of end-user issues, time-to-resolution significantly increases and the likelihood of long-term success is reduced. The solution? Real-time, end-user experience management.

*"With Nexthink, we have been able to significantly reduce the timeline of capital requests, in some cases trimming down weeks of work to a single day."*

**Patrick Donohue**  
Director of Client Services,  
Loyola University Maryland

## CHOOSING NEXTHINK

Through its technology partner Software2, Loyola began rolling out the Nexthink platform six months ago. As noted by Patrick Donohue, Director of Client Services at the University, the solution is already paying dividends: "Nexthink has enabled us to quickly and easily determine the root cause of issues for speedier resolution with greater accuracy." He notes that while other endpoint management tools provide similar information, Nexthink's simple and elegant interface allows the service desk to evolve "from IT firefighters into knowledgeable proactive partners."



With a focus on enhancing the student end-user experience, Nexthink has enabled the University to monitor and manage end-points, creating the foundation for proactive technical support. The platform has helped Loyola's IT staff with other tasks including tracking down "missing" devices when they move networks or suddenly go offline and ensuring that only authorized end-users have access to specific data or network services. Security response time has also improved: According to Donohue, a missing device was recovered in hours rather than days with Nexthink's ability to provide per-user information on demand including firewall logs and the device's Mac address location.

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## BENEFITS

Loyola has enjoyed several "big benefits" from the Nextthink platform:

- **Visibility** — IT staff can now map baseline IT services and capture all local and network activities in real-time.
- **Speed of Resolution** — Nextthink's end-user-driven interface provides "at-a-glance" information about endpoint alerts, errors or needed upgrades.
- **Information Access** — As noted by Donohue, access to information is "remarkably and exponentially easier," making business decisions more straightforward. For example, Loyola has been able to significantly reduce the timeline of capital requests, in some cases trimming down weeks of work to a single day.
- **Enhanced Security** — Using behavior and anomaly analytics, the IT support team can quickly discover network security threats such as unpatched machines or PCs which contain "malicious binaries."



Moving forward, the University sees even more applications for Nextthink including prep work for a Windows 10 migration by using end-user experience monitoring to help provide insight about IT and endpoint readiness. Other plans include a focus on green IT using data analysis to evaluate carbon consumption and role-based visibility to enhance end-user access without compromising student privacy or data protection restrictions.

To ensure the development of intelligent, well-rounded and considerate future leaders, Loyola University Maryland is committed to a rigorous program of academics and personal growth. By partnering with Nextthink, the post-secondary school can better equip these leaders with the access and support they need to succeed in a technology-driven world.