

Buchanan's IT Service Desk Improves Service Levels for Humber College

THE CHALLENGE

Humber College was looking for a solution for its Service Desk that supports almost 30,000 full-time students and approximately 5,000 staff and faculty. Humber wanted a solution with more staffing capabilities, a better system for servicing clients faster, and a way to improve abandon rates, which were running high at 40%.

Other needs included improvement of proper service coverage on evenings and weekends, improved metrics for leadership decision making, more automation and reuse of knowledge, and lower levels of burnout and employee engagement.

Ticket growth was up as much as 105% over last year and Humber was searching for an effective way to keep the quality of service at a high standard while simplifying processes, controlling costs, reducing call wait time and driving a higher first call resolution rate to the end users.

BUCHANAN'S SOLUTION

Buchanan had recently become a preferred vendor with OEMC (Ontario Education Collaborative Marketplace), and with that status launched a solution that would provide what Humber needed.

Buchanan's OEMC solution offered an economies of scale solution consisting of a 24/7 x 365 support desk with a tiered pricing model. Not only would Buchanan's team take on the call volume, but it would offer a lower per ticket cost as additional colleges and universities signed up.

The 365-day, round-the-clock support would provide the coverage needed. The tiered pricing would provide cost control savings.

Buchanan allowed Humber the choice to use its existing ticketing tool or utilize Buchanan's BMC Remedy 9.1 ticketing tool, which had been recognized in the Gartner top quadrant, with no capital outlay.

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THE SUCCESS

Humber leadership is seeing the rewards in multiple avenues. Financially, Humber is experiencing a 6% decrease in per ticket cost using 1st tier pricing. At the second and third tier, the savings will be 17% and 25% respectively.

Efficiency and employee satisfaction has improved in the first two months. Buchanan's Service Desk has answered 59% more calls, decreased the average speed to answer time by 85%, and decreased the maximum wait time for Humber faculty, staff and students by 77%.

The call abandonment rate has decreased from 40% to 5%. Cost controls are benefiting due to the elimination, or reallocation of funds for tools, salaries and system replacements. By leveraging Buchanan's investment in the BMC Remedy 9.1 system, employee cost, tool recovery and management tool implementation costs is an estimated savings of \$500K annually.

The addition of the Remedy 9.1 system has added e-mail and chat functionality, allowed the build of a knowledge base for future added efficiencies and provided the reporting leadership needs for proactive decision making. The HDI Team of certified agents and ITIL standards that Buchanan offers provides a consistent level and overall better experience to Humber's end users.

"Buchanan's flexibility to use their existing ticketing tool without any capital outlay, their proven processes and certifications, and their reporting functionality has made a huge impact both financially and on our ability to deliver excellent service to leadership and end users."

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