

How SysAid Is Empowering ITSM Efficiencies in a Large Global Enterprise

Introduction

IT service management (ITSM) is an area of growing relevance and need according to EMA research,¹ but successful ITSM teams require solutions that are more effective, more integrated, and more easily deployed and administered. This Q&A looks at just one case where SysAid is enabling increased end-user responsiveness, improved asset and change management, and enhanced OpEx efficiencies.

The following Q&A, conducted in June 2015, also provides a clear profile of some of SysAid's more salient benefits in a market still crowded with highly complex solutions that are costly in terms of both time and money.

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Interview with a Global Support Manager at an International Agribusiness Corporation

Can you describe your IT organization and how it supports your business end users?

We are an international company spread across more than 60 countries worldwide, on six continents. I am based in India, along with my service management team, although we also have other service management groups in North America and the Pacific Rim. Using SysAid, we are now able to support an end-user base to a population of 7500—more than double what it was in the past.

There are about 400 professionals in our IT team worldwide, not including development. Of these, roughly 200 are stakeholders using SysAid for incident management, request management, asset management, and change management. My role is directed at addressing IT support requirements globally.

What application services are you supporting?

We have an ERP [enterprise resource planning] application, and we also have our own in-house development team. We support end users across about 15 applications directed at our agribusiness requirements. All of these help us to plan, manage, and optimize multiple agricultural initiatives across multiple countries and locations. So although they are diverse in [terms of] geography and skills, our IT customer base is made up entirely of our company's own employees.

Can you tell us about the hardware and software investments you are managing?

One area of focus for us is endpoints—including laptops and desktops and a small percentage of mobile devices. From an asset management and planning perspective, we are currently managing more than 2000 assets across all of our company's branches. And we track inventories, update software versions, and track technology models across network and systems devices—we have 80 servers—as well as endpoints and printers. Using SysAid, we update our asset inventories daily and update our core asset information and our CMDB as appropriate. SysAid has made this process automated and easy. We also use SysAid to manage and optimize our software license compliance requirements, and it has been very effective there as well.

¹ ["What Is the Future of IT Service Management?"](#), EMA research, April 2015.

How did you come to select SysAid?

After some evaluation, we decided to leverage SysAid globally across all of our regions. This happened about three years ago, in 2012. One of the things that made SysAid stand out was its scalability—the ease with which we could expand our global reach without sacrificing performance or adding complexity. We liked the ease with which we could integrate existing emails with the tool for more automated trouble ticketing, as one example. In particular, we found SysAid very easy to use compared to its competitors. We also liked the fact that we could configure SysAid using Active Directory, which made deployment and administration simpler for us. In addition, we liked the incident, request, and change management forms—which were prepackaged with the solution and also very easy to use, saving us a lot of time in creating records and updating incidents and problems. Finally, for its breadth of integrated functionality, we found the price tag for SysAid to be quite competitive as well.

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You mentioned that by using SysAid you were able to integrate emails for generating trouble tickets. Could you tell us more about that?

Prior to adopting SysAid, our end users submitted requests by calling or emailing or using chat. However, processing those requests was inefficient as we were logging the data manually. It took us, on average, 30 minutes to an hour just to process a single request, and now that time has been reduced to minutes. This has significantly improved both our operational efficiencies and our responsiveness to our end-user customers.

What are some of the other functional use cases for your SysAid deployment?

We are using SysAid primarily for incident management, request management, asset management, and change management and for its knowledgebase. I've already discussed asset management and trouble ticketing for incident and request management. So I should also mention change management where we're focused on planning and managing changes primarily within the infrastructure team. Understanding where things are and how they're being used helps us to better evaluate the impacts of changes. Right now we're keeping our change management processes fairly simple. We view it as an area for growth—one in which we are expecting our business and executive teams to become more involved as a subsequent phase.

In terms of our knowledgebase, we created two streams. One is for end users that we update quarterly—we populate our self-service portal with that information. A second stream is for IT where we develop our own FAQs. Our IT team can then develop knowledgebase articles to enrich the end-user stream, while end users can access easily searchable recommendations for many of the issues they may be experiencing.

What are your present/future plans?

Right now we're exploring Password Services. This allows users to reset their passwords and unlock their accounts without any need for administrative involvement—and to do it all securely without our policy guidelines. Recently we successfully rolled out this project in Texas, and we expect to extend it to all of our current end users. Currently we're doing interviews to assess how to move forward, but it's looking good. As it unfolds, it should free up administrative time that can be better used in other places, while giving our end users more efficient service.

Is there anything you would like to add?

There are two additional things that I would like to point out about SysAid. We feel that the end-user interface is very friendly, which is one of the reasons expanding functionality like Password Services should be relatively easy and smooth. I'd also give SysAid high marks for their support. Whenever we've had an issue, we've received an immediate response.

EMA Perspective

In the interview above, SysAid's native strengths in integration, deployability, scalability, and extensibility should be apparent. While not trying to be everything to everyone, the SysAid solution in this highly diverse geographical environment is nevertheless accelerating process efficiencies that not only impact the service desk and end users, but which are also improving the effectiveness of IT as a whole.

SysAid's offerings, available either as software-as-a-service (SaaS) or on-premise, are also packaged as both Helpdesk and ITSM solutions, that make product selections and migrations fairly easy. Not featured in the interview are other SysAid strengths, which include third-party integrations, extensive support for mobile users, and a community-provided set of benchmarks or KPIs that can be useful in enhancing a broad range of relevant functions—from monitoring and change management to asset and patch management to incident and request management.

One of the reasons for ITSM's increasing relevance, according to a recent EMA survey, is the need to bring IT organizations together in a more service-aware framework that spans operations, development, and the executive suite.² Increasingly, service desks are playing a role in supporting superior communications, processes, and even higher levels of automation across all parties. But to do this effectively, the core ITSM fabric needs, itself, to be well integrated, natively consumable, and easily extendible to support multiple stakeholder and user requirements. For this reason, SysAid should be considered as a shortlist option for all ITSM investments where ease of use, deployability, and ease of administration are among the primary concerns.

² Ibid

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