Mechdyne

The combination of SBM and SSM increases productivity, and reduces problem resolution time and helpdesk tickets for Mechdyne clients.

Overview

Mechdyne is a global technology solutions provider offering support across a diverse spectrum of service and solutions in the IT and audio-visual markets. It provides clients with expertise in outsourced IT helpdesk and desktop services, network infrastructure support, and corporate audio-visual design and implementation from new building projects to high-end visualization systems.

"Today, business decisions are data-driven. We love the flexibility SBM/SSM gives us. To complement the great reporting built-in to the solution, our own team of business intelligence professionals are able to extract data from the back-end and perform our own analysis. Clients can then use our dashboards to track activity, and improve support response and team collaboration."

BOB KOCH
General Manager of IT Services
Mechdyne

The Mechdyne team is qualified and ready to help clients cope with the ever-changing world of IT technology

Challenge

Mechdyne's clients are spread across industries, and focused on their core business instead of managing a helpdesk. Bob Koch, GM of the IT Services business unit of Mechdyne, explains the varying requirements of Mechdyne clients: "We encounter clients who were dealing with IT issues by answering a landline and jotting issues onto Post-it Notes for IT technicians to work on. We also see those who have built a service foundation but wish to take it to a higher level. Many know a service desk can provide more, but they just don't know how to get there effectively. Our clients must often adhere to stringent audit requirements, and frequently have found their existing solution didn't give them the visibility and traceability auditors look for."

Mechdyne devised a solution to help clients transform their operations into a world-class service desk based on ITIL standards and a commitment to enabling increased productivity and efficiency. At the core of this solution is an IT Service Management tool enabling full customization and comprehensive reporting.

Mechdyne
ENABLING DISCOVERY

At a Glance

■ **Industry**
Software and Technology

■ **Location**
Iowa, United States

■ **Challenge**
Provide an IT service management framework to replace manual and paper-based processes. The solution needs to be ITIL-certified to satisfy audit requirements.

■ **Products and Services**
Micro Focus Solutions Business Manager
Micro Focus Service Support Manager

■ **Success Highlights**
+ Structured and accurate automated workflows
+ Reduced problem resolution time
+ Comprehensive and complex reporting supports decision-making and audits
+ Reduced number of IT service tickets through automated processes

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Be it on-site or remote support, Mechdyne looks beyond incident management and aims to communicate more effectively with business stakeholders.

Solution

Equipping Mechdyne's team of on-shore IT professionals with a leading software platform is critical to their ability to meet their client's IT service desk needs.

Through work with clients, Mechdyne has experienced many IT Service Management solutions, and has done its own extensive market research. Mechdyne continues to see Micro Focus Solutions Business Manager (SBM) as the leading process management and workflow automation platform, perfectly suited to their requirements enabling them to drive their client's business forward. In conjunction with Micro Focus Service Support Manager (SSM), it provides visibility across the entire service delivery lifecycle.

SBM/SSM offers Mechdyne a complete solution, bundled with development and customization services to better meet their client's needs. The Mechdyne team have amassed an impressive knowledge of SBM/SSM reporting capabilities, and provide clients with a wealth of information through customized metrics. As Koch says: "Today, business decisions are data-driven. We love the flexibility SBM/SSM gives us. To complement the great reporting built-in to the solution, our own team of business intelligence professionals are able to extract data from the back-end and perform our own analysis. We design complex reporting

and display the information within the SBM/SSM interface, so that all appears seamless. Clients can then use our dashboards to track activity, and improve support response and team collaboration."

Brian Nunziato, IT and Data Analytics Manager for Mechdyne, really appreciates the breadth of versatility found in SBM Composer: "Discovering the pain points our clients are experiencing and having the power to create completely new workflows, business processes, or integrations to solve these challenges is a game changer for us." With SBM Composer, the Mechdyne team is able to design digital forms and workflows to mimic familiar paper-based processes that are tightly ingrained throughout an organization yet, at the same time, introduce streamlined automation to eliminate unnecessary bottlenecks. SBM Composer allows changes to be made on the fly and deployed instantly, delivering huge productivity benefits to clients.

End user service requests such as hardware, software, or telephony requests, or new hire/termination workflows to ensure all processes are followed, serve to greatly enhance the speed and accuracy with which users are served. Combined with SBM/SSM's powerful incident management capabilities customized to each client's needs, Mechdyne's agents are able to deliver an exceptional service desk experience.

Results

Because SBM/SSM have long been ITIL-certified, they are the preferred IT service management solutions for Mechdyne and its

clients. Says Nunziato: "We have increased the speed and accuracy of our client services through SBM/SSM. Requests are automatically routed to the appropriate support team, including manager approval where required. We can rapidly respond to client development changes or reporting needs, allowing our clients to focus on their core business."

Jim Gruening, Co-Founder and Senior Vice President for Mechdyne, concludes: "The value we deliver through SBM/SSM to our clients is often immeasurable. Our reports and dashboards increase productivity and enable management to make internal adjustments for further efficiency. We can see a steady reduction in problem resolution time and the number of service tickets, as SBM/SSM helps us get things done more efficiently and faster. We have received fantastic support from Micro Focus, with a knowledge-transfer that has enabled us to build up our own expertise."

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