



CASE STUDY →

CITY OF SAN MATEO IT DEPARTMENT'S TRANSITION

TO NEW HELP DESK SYSTEM
WITH QCENTRIO



CLIENT CONTEXT

The City of San Mateo, supporting a population of 90,000 and managing a workforce across 22 locations, struggled significantly with its help desk system.

The preexisting software was poorly implemented, resulting in lost work orders and a lack of clarity regarding the status of user requests.



CHALLENGES

Here are three challenges that Young Vu faced as the Senior Project Manager:



Obsolete Technology and User-Friendliness:

The previous system's lack of user-friendliness pushed staff to resort to paper tickets, indicating a significant gap in technology. This challenge suggests a need for modernization and improved usability in the system.



Operational Inefficiencies:

The use of paper tickets resulted in delays and confusion, affecting the city's ability to serve residents efficiently. This operational inefficiency not only impacts customer service but also suggests potential bottlenecks in workflow and communication within the organization.



Customer Service and Transparency:

Vu's primary objective was to enhance customer service by improving communication and transparency for users. Achieving this objective requires addressing not only the technical aspects of the system but also ensuring that it aligns with the organization's goals of providing better service and maintaining transparency in operations.

SOLUTION

Navigating through strict municipal purchasing guidelines, Vu searched for a new system. This included site visits and evaluations of systems used in other cities.

With the assistance of Qcentrio, Vu and his team explored multiple options, ultimately selecting BMC Track-It! for its high satisfaction scores across various user groups.



TECHNOLOGIES USED



BMC Track-It!

Implementation

Qcentrio played a crucial role in the swift and efficient setup of BMC Track-It!, which was noted for its user-friendly interface and ease of implementation. The new system went live within days, markedly enhancing the IT department's operational efficiency. It facilitated improved handling of IT requests via a web self-service portal, which automatically generated work tickets and updated users about the status of their requests.

Benefits

The introduction of BMC Track-It facilitated by Qcentrio, delivered multiple benefits:



Cost Efficiency:

Automation of ticket generation and asset management curtailed the need for manual processes, resulting in significant savings in manpower and costs.



Improved Customer Service:

The web-based service portal consistently informed users about the progress of their requests, boosting user satisfaction.



Enhanced IT Operations:

Tools like BMC Network Monitor and BMC Asset Manager allowed for ongoing monitoring and management of IT infrastructure, ensuring security and the currency of asset information.



User Empowerment:

The Self Service Plus feature decreased reliance on direct calls and empowered users to track and manage their requests effectively.

OUTCOMES

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Impact of Qcentrio Partnership: Transforming IT Operations and Satisfaction



STREAMLINED IT OPERATIONS:

The partnership with Qcentrio resulted in a more structured and responsive IT department. This led to fewer delays for users, indicating smoother workflows and improved response times to IT issues. The network's enhanced safety and speed further contributed to a more efficient IT environment.



COST SAVINGS AND RESOURCE EFFICIENCY:

The collaboration with Qcentrio enabled the city to reduce expenditures associated with manpower and external resources. By addressing issues proactively and streamlining IT processes, the city optimized resource utilization, saving costs and improving overall budget management.



INCREASED SATISFACTION:

The outcomes of the partnership, including improved IT services, reduced delays, and cost savings, contributed to a surge in satisfaction among both users and IT staff. Users experienced better performance and responsiveness, while IT staff could work more proactively, leading to a positive impact on overall organizational satisfaction levels.

BOTTOMLINE

The City of San Mateo's IT department exemplifies how selecting the right technological tools and systems, with adept support from partners like Qcentrio, can transform the efficiency and effectiveness of government services. BMC Track-It! in San Mateo's success has rendered it a recommended solution for other cities aiming to enhance their IT operations, underscoring IT's vital role in boosting municipal operations and service delivery.



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