



Customer Success Story

Bob Jones University



The Business Challenge

The university needed to upgrade and completely overhaul their service management business practices & procedures in order to provide more effective and efficient IT Service Management and improve the end user experience.

Their operations required more flexibility providing greater ability to adapt to their day to day standard practices. The main focus was dealing with small yet sporadic issues that would pop up occasionally, due to the instability of the old system. They required a lot of administrative access giving the ability for its user-base, administrators, and students alike to submit all different kinds of tickets for requests and incidents. Once tickets were submitted, finding out the current status was frustrating and time consuming giving the appearance that IT was one big black hole.



Technology Solution

BMC Footprints 12 upgrade to be implemented by Flycast Partners



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Industry

Higher Education

Geography

USA & Canada

ITSM Tool

FootPrints v12

The Solution

With all of their business requirements in hand, Bob Jones University was able to identify at the right time they were ready for an upgrade to their current system. With Footprints v12, they were able to fully optimize all of their business functionalities to absolute maximum efficiency. By effectively utilizing Incident and Service Request Management, BJU has benefited from the granularity of information that is required to better serve their customers.

When we coordinated with TJ Cornelius, Application Support Specialist, BJU was in definite need for an upgrade to their system. They were in need of more flexibility so they could have a more easily executed way to actually apply the tool to their systems and processes. As we coordinated with their technical staff, we were able to identify what would be the smoothest transition into a new upgrade. The solution was simple, and a newer version of what they previously had was determined to be the most cost & time effective.



Quick Wins

- Create a searchable inventory of common issues and their resolutions.
- Easily initiate, route, track, and manage incidents—no programming required.
- Best practice consulting and training for ITSM and market vertical solutions

Flycast Partners was selected based on their demonstrated expertise with FootPrints v12. Throughout the engagement, Bob Jones relied on Flycast to ensure that all new processes and their new ITSM tool were designed with:

- **Simplicity:** Business people are not IT people. Most end users simply want to be productive in their jobs and do not want to become experts in “IT speak”.
- **Transparency:** A seamless experience running across all business-to-IT touch points (the service desk, self-service via web through the use of a Service Catalog, and email collaboration), enables end users connect with IT in the way that best suits their current context, and eliminates the “black hole of IT”.



**BOB JONES
UNIVERSITY**
EST. 1927



Our Mission:

"We make our customers business champions by delivering the best solutions to improve efficiency and improved service delivery."



In designing a Service Catalog, BJU empowers their end-users by telling them exactly what services are currently available to them. They can even set everything up right from the FP portal, making it a breeze for IT to track service tickets and for the users to submit those tickets.

A service catalog is a listing of all of the products and services an IT or other service department currently offers. It includes any hardware you can provide and/or install, as well as any software and applications you offer. The service catalog allows users to log in, select the services they need, and make a request for them as well as reporting problems with those services.

This streamlines the way users interact with the service desk and also serves as a tracking system for user requests and the progress of the help desk in terms of getting requests taken care of.

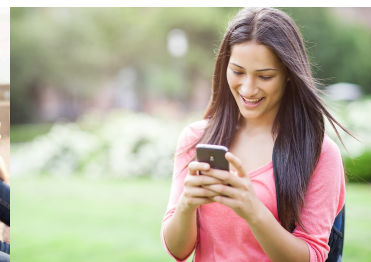
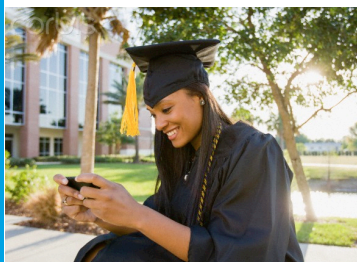
At a high level, the BJU service catalog helps reduce the time and cost of delivering technical services while improving the end-user experience.

These and the other benefits of the service catalog are not limited to just IT services. An expanded view of the service catalog to encompass all shared services groups in the organization (e.g., HR, Student Services, Facilities, etc.) extends the cost savings of the service catalog while also providing employees with a single, intuitive interface for requesting any type of Service.

BJU's use of the Service Catalog will:

Facilitate self-help: Shifting service and support to what is considered level support not only saves money, but in many cases will accelerate issue resolution, and creates a more positive user experience.

Centralize request management: A key benefit of this approach is "one-stop shopping" for business users; there's no need to learn and use separate systems or workspaces in order to request services from the diverse service providers such as IT, Student Services, HR, or other service provider groups.





About Flycast Partners

Flycast Partners is here to deliver a seriously amazing IT experience. Founded and staffed by personnel that have many years of experience in the IT space, we took the best ideas from these collective experiences, and added the best components necessary to grow and become a leading Value Added Reseller (VAR), in the North American IT market.



The Results

Bob Jones University is live and executing Incident Management and Service Request Management processes and using Footprints v12 to track the history of its users and all their incidents and service requests. They have explored Change Management and the Knowledge Base, but came to the conclusion that they will implement those features at a later time being that they now have these luxuries, although currently are not highly dependent on them.

When asked what the most important gain is with v12 and Flycast Partners, TJ stated, *"With CMDB we could gain a better connection between our Footprints ticket information and our physical assets. With Change Management, we would gain a better system of tracking and making the best decision concerning Change Management instances. With the Customer Knowledge Base, we would be able to more effectively help our customers."*

BJU's response to the overall experience with Flycast Partners was being *"above and beyond what was expected in order to help us get up and running with v12"*. This tremendous response only makes us want to replicate this particular case again because this builds a foundation of trust, and for future business.

The Future

The Bob Jones University future road-map for development in Footprints is:

- Change Management
- Knowledge Base
- CMDB Management
- Newly updated and continuous execution of Incident Management & Service Request Management on v12