



CITY OF SAN MATEO

» Needing a new help desk system that was easy to implement and would make their customers happy, the City of San Mateo turned to BMC Track-It!

BUSINESS CHALLENGE

» Maintain networks and PCs for 600 users spread across 22 facilities in a diverse and rapidly growing high-tech city

BUSINESS BENEFITS

» Money saved due to fewer staff needed
 » More satisfied users
 » More efficient and happier agents
 » Safer, faster network for users
 » Better informed management
 » Improved performance with city to city benchmarks



GEOGRAPHY

North America

INDUSTRY

Government

SOLUTIONS

BMC Track-It!

THE CHALLENGE

Find a help desk system that is easy to implement and use by a large, diverse city workforce – When you are managing a fast-paced help desk that supports 600 users in 22 locations serving the needs of a large city of 90,000 people, you can't have your staff writing work tickets on scraps of paper. Yet Sr. Project Manager Young Vu found himself in just that predicament.

"We had a help desk software program in place, but it wasn't implemented well," said Vu. "Our staff didn't use it, and they fell back on writing tickets on paper. That was a problem. Work orders fell through the cracks, and users did not know if their requests were worked on or escalated."

Vu took on the task of finding a new help desk system that was easy to implement and would make his customers happy. "My number one goal was improving our customer service," said Vu. "I wanted to create a situation where our communications with customers was excellent, where they knew where their requests were."

THE SEARCH FOR A NEW SOLUTION

Because he was purchasing a solution for the city, he was required to follow established purchasing guidelines. "We were required to conduct site visits at help desks in other cities and look at their help desk software before we made any purchase," said Vu. "We developed a list of standard questions to ask at each location regarding how they would rate the features of their help desk solution on a scale of one to ten."

In Vu's travels, he was able to review products from several vendors, including Tech-Excel, CATM, and HEAT from FrontRange Solutions. The one solution that he found rated the highest with cities, however, was BMC Track-It! "The solution from BMC Software consistently rated a nine out of ten in terms of satisfaction, and that included administrators, technicians, users and management," said Vu.

“We encourage users to submit requests through the web self-service portal. The email that comes into BMC Track-It! automatically creates a work ticket and sends them a status including which tech will be working on it and when it will be complete. It’s a great customer service tool. The user knows, for example, when we tried to buy something for them and we’re just waiting for the vendor. It lets them know it’s something we can’t control.”

YOUNG VU
SR. PROJECT MANAGER

The Solution: Implement the easy to navigate, easy to install BMC Track- It! and replace paper tickets. After his visits were complete, Vu felt that BMC Track-It! Enterprise edition was the best solution for the City of San Mateo. “CA required too much manpower to implement. With BMC Track-It!, it’s up and running in one to two days,” said Vu. “It also offered a much easier navigation system for the clients and technicians. The support had to be excellent, and BMC Software tech support is very responsive when we need assistance.”

“We required an excellent system for providing customer service, and the web feature in BMC Track-It! helps us communicate with clients,” said Vu. “Finally, we looked at product cost, and BMC Track-It! had the advantage there as well.”

WEB-BASED SELF-SERVICE FOR HAPPIER CUSTOMERS

The City of San Mateo is staffed with 16 employees in its IT department who are charged with answering help desk requests and managing all the city’s IT assets. “Our help desk gets around 30 to 40 calls a day,” said Vu. “The requests vary from the user’s software not working to the user unable to connect to the network to hardware purchase requests.”

Vu’s team receives about half of the requests through the phone, the other half through email. “We encourage users to submit requests through the web self-service portal,” said Vu. “The email that comes into BMC Track-It! automatically creates a work ticket and sends them a status including which tech will be working on it and when it will be complete. It’s a great customer service tool. The user knows, for example, when we tried to buy something for them and we’re just waiting for the vendor. It lets them know it’s something we can’t control.”

TOOLS FOR EFFECTIVELY MONITORING THE NETWORK

With BMC Network Monitor, Vu’s team is able to continuously monitor the health and performance of the city’s network. “We have an LCD monitor in the help desk where everyone can see what is going on with the network,” said Vu. “We actually use the BMC Software tool as an added check on the system, in addition to the tool used by our IT Network team.”

“BMC Track-It! really helps us cut down on work requests,” said Vu. “With the BMC Network Monitor, we can see, for example, that the server is down responding to a call at Fire Station 21. We’ll put up a notice on the BMC Track-It! dashboard that the server is down, so when anyone from that station logs in they know we’re aware of the problem and they don’t submit work orders.”

REMOTE ACCESS FOR FIXING PCS QUICKLY

The help desk at the City of San Mateo is busy, so they appreciate any tool that helps them save time. Vu’s team purchased BMC Remote to diagnose and solve end-users problems from their desk. “BMC Remote is great for our help desk supervisor,” said Vu. “He and his team can access a user’s computer wherever they are and fix problems, and they don’t have to spend time going onsite to see what needs to be done.”

RAPID INVENTORY CAPABILITIES FOR STANDARDIZATION AND SECURITY

With over 600 users, Vu has his hands full keeping the network secure. That’s a big reason why his department employs BMC Asset Manager. “We’re very conscious of security here,” said Vu. “If anyone plugs in an

unauthorized PC or router, it's a breach of security. Fortunately, with BMC Asset Manager, we are aware of it right away and take immediate corrective action."

As a city located in the heart of Silicon Valley, San Mateo wants to keep its technology up-to-date. That's why Vu and his team replace employees' computers every four years. They count on BMC Track-It! Bar Code to help make the process easier.

"We use Dell™ products, and all Dells have asset tags on them," he said. "We scan the asset tags using BMC Bar Code and import that data into BMC Track-It! This helps us when we are ordering new Dells because we know exactly what we have, and what we need to order."

"It also helps greatly in maintenance," said Vu. "For example, let's say we need to download a new driver. Since we have Dell's proprietary asset information captured from the asset tag, all we have to do is go to their web site and download the right driver. It saves us time since we don't have to go onsite and record that information by hand each time."

For keeping track on what resides on each computer, and helping with maintenance, Vu uses BMC Asset Manager. "It goes into detail right down to how many slots of RAM exist on a computer," said Vu. "So if we're going to upgrade a user's computer, we know exactly how much RAM we can add before we even go out there. It really helps with planning."

TWO WAY COMMUNICATIONS FOR TECHS AND USERS

The IT department tries to manage their workload by empowering their users as much as possible. They've cut down on phone calls from users by enabling all users to login, submit orders and check their status by implementing the BMC Track-It! Self Service Plus add-on.

"BMC Self Service Plus helps our users take a great deal of responsibility in the IT request process," said Vu. "And it saves our techs time, as well. For instance, let's say our tech is at the library, and someone from the library submits a ticket. The tech will get an email notification on his PDA, and when the tech checks it, he can take care of the issue right then, saving him/her a return trip. It helps both the user and he tech."

DATA MANAGEMENT FOR MORE CONTROL AND BETTER REPORTING

Vu uses other features of BMC Track-It! to import and export critical information. He uses BMC Track-it! LDAP Directory Import to populate his database with information on all the users. This saves his team valuable time in responding to help desk requests, because tickets are auto populated with the right user information.

To gain real-time data on his team's performance, Vu employs BMC Track- It! Survey. "On every tenth ticket we close, BMC Survey automatically sends out a survey to the user asking them where we need to improve," said Vu. "It's much better than waiting, say, six months to find out how we are doing. Rather than be reactive, we can be proactive."

Vu also pulls data from BMC Track-It! that keeps the City Manager Office up-to-speed on the help desk's performance. "I run reports regularly so I always know how we're doing," said Vu. "If the City Manager asks a question on our performance, I can show him the statistics. I also use the information to submit a quarterly report to ICMA, the professional organization for administrators in cities throughout the world. That way we can continually measure ourselves against other cities in terms of key benchmarks, such as network availability and call resolution."

"We have definitely saved money in terms of man-power. Take for example the asset discovery feature of BMC Track-It! We did an IT inventory project with the Police Department that took us a week. If we had to do it manually, it would have taken three months. Our average tech makes from \$25 - \$30/hour, so that a savings of close to \$14,000 right there."

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SR. PROJECT MANAGER**

RESULTS

The IT department at the City of San Mateo has seen a great deal of cost savings with BMC Track-It! especially when it comes to the deployment of resources. "We have definitely saved money in terms of manpower," said Vu. "Take for example the asset discovery feature of BMC Track-It! We did an IT inventory project with the Police Department that took us a week. If we had to do it manually, it would have taken three months. Our average tech makes from \$25 - \$30/hour, so that a savings of close to \$14,000 right there."

Vu and his team have also saved a great deal of money by not having to hire outside resources for their implementation. "BMC Track-It! is practically ready right out of the box," said Vu. "With just a small configuring to your workflow, you are up and running. Our whole installation took just three days."

Because of BMC Track-It! the City of San Mateo also experiences a safer, faster network. "With BMC Network Monitor and Asset Discovery, we know when someone has attached a device onto our network. We can stop them and tell them they cannot do that, since it may lead to network viruses and it takes too much bandwidth away from the network."

"Our agents are much happier with BMC Track-It!," said Vu. "The navigation is very intuitive, and very similar to Microsoft Outlook with the menu on the left and information on the right. Everyone likes how the information is presented."

"Management is happy, and users are too," Vu continued. "Our customers like that they can see who their work requests are assigned to so they can follow up with them if they want."

"I've already recommended BMC Track-It! to five other cities," said Vu. "I would say it's better than other solutions not only in terms of the cost factor, but the ease of use. It's great software for the money."

ABOUT THE CITY OF SAN MATEO

The City of San Mateo, located 20 miles south of San Francisco, offers its residents a very desirable place to live. It has ideal weather with year-round temperatures averaging 68 degrees. The city has a wealth of cultural activities and events, as well as many recreational opportunities. San Mateo is situated at the crossroads of three major freeways which provide a link with San Francisco to the north, San Jose to the south, Half Moon Bay to the west and the East Bay to the east. Additionally, San Mateo's proximity to both the San Francisco and San Jose Airports provides convenient air transportation. The city is very proud of its great neighborhoods and schools, outstanding libraries and parks and some of the best shopping and restaurants on the Peninsula.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 25,000 IT organizations — from the Global 100 to the smallest businesses — in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended March 31, 2012, BMC revenue was approximately \$2.2 billion. Visit www.bmc.com for more information.

