



## IMPROVING SERVICE DELIVERY THROUGH BETTER WORKFLOW AUTOMATION

### CASE STUDY



The Queensland University of Technology is **one of the most prestigious universities in Australia**, with a well-earned reputation.



**3** campuses



**47,000** students enrolled



**88%** of research world-standard or better



**\$500M** invested in new infrastructure

### THE PROBLEM



Higher ed means higher expectations. With an emphasis on **delivering high-quality services**, there is a need to provide a responsive and efficient experience for staff and students.

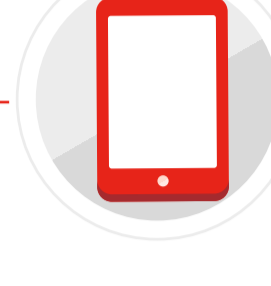
QUT needed a platform that provides **high quality service, flexibility** and a **responsive user experience** for students and staff.



Manage IT requests from students and staff



Streamline administrative processes



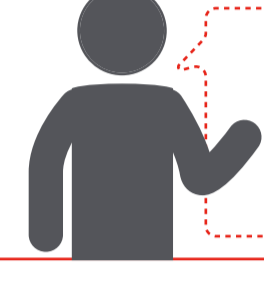
Provide self-service functionality



Improve business efficiency



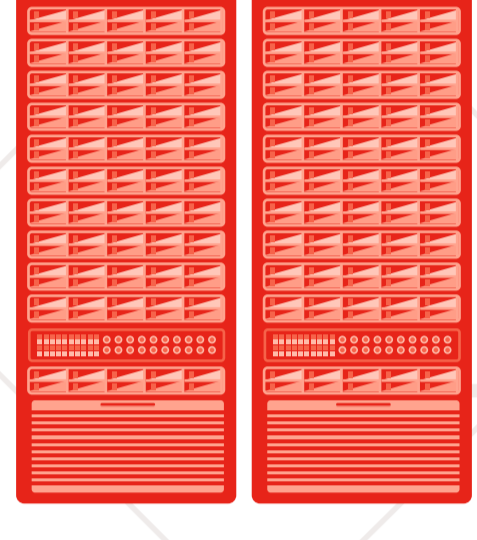
Improve service quality



**"We wanted to ensure a positive self-service capability and enhance the clients' experience"** – Mark McCormack, manager of technology support at QUT

### THE SOLUTION

The Technology Support team evaluated three major service management systems. As a current customer using ITSM, **they chose to upgrade to the latest version of Ivanti for service management.**



**QUT** chose an **on-premise** deployment



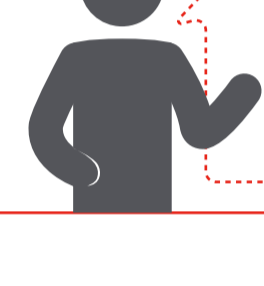
Ease of application integration



Implement best practices



Configurable tools



**"Ivanti provided us deployment options and we chose to deploy the on-premise version knowing we can always move to the cloud at a later time."** – Mark McCormack, QUT

#### Incident reporting



#### Customer surveys



#### Request tracking



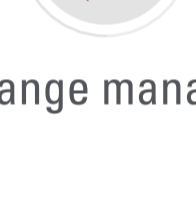
#### Configuration management



#### Service catalog



#### Change management

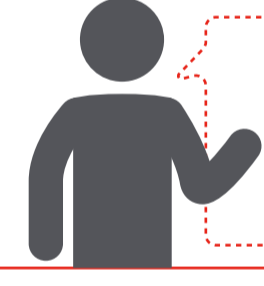


**QUT now uses Ivanti for:**

With Ivanti's **voice-enabled service desk**, users can automatically log and close incidents over the phone



Flexible, in-depth KPI reporting offers improved visibility of QUT's administrative processes, identifying areas for improvement of services



**"During the demo, we were amazed at the features and functionality available"** – Mark McCormack, QUT

### THE RESULTS

With the comprehensive capabilities offered by Ivanti, QUT's Technology Support team and other areas saw **substantial improvements.**

#### AUTOMATION

Ivanti's automation services for request fulfilment eased the support team's workload:



Increased accuracy of requests



Reduced turn around times



Increased customer satisfaction

#### SELF-SERVICE

Ivanti's self-service capabilities provided enhanced accessibility:



Student and staff issued requests directly through self-service catalog



Reduced reliance on contacting service desk staff via phone or email



Self-service requests increased 300% in first month



Requests grew from hundreds per month, to thousands

#### SURVEY RESPONSES

Ivanti's customer survey tool has increased feedback from staff and students:



Customer survey response rate grew from <1% to 13%



User feedback provided invaluable insight to improving service delivery

#### RESPONSIVE AND EFFICIENT SERVICES

Better productivity and service levels attained via the implementation of Ivanti have streamlined services across the University:

Student Business Services adopted Ivanti for user-centric online workflows



More effective end-to-end service delivery



Automation of previously manual processes like granting access rights



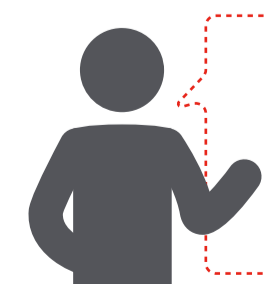
Reduction of time and staff needed for manual tasks



Elimination of frustrating paper forms



With Ivanti, Student Business Services' productivity has skyrocketed, with requests being fulfilled in minutes instead of requiring additional full-time staff.



**"Now they are focusing on these tasks 15 minutes a day, rather than dedicating several people to the work"** – Simon Wilkinson, associate director of student systems at QUT



With its ease of **deployment, automation, and customization**, Ivanti Service Management has provided far greater productivity and availability to QUT's support departments.