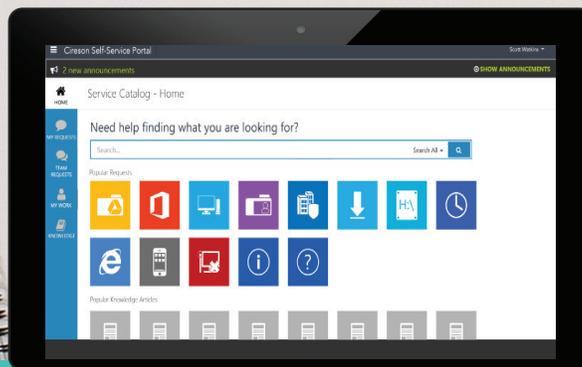


## Australian Rail Track Corporation Uses Cireson to Create a State of the Art Reporting and Tracking System



The Australian Rail Track Corporation (ARTC) is a government-owned organization that operates and manages the railroad infrastructure in Australia. Established in 1998, ARTC provides access to the railroad network for freight and passenger train operators. ARTC's IT department offers supports to about 1,500 users in 50 locations. The 106 IT employees also manage about 3,500 user devices.

**AUSTRALIA**  
COUNTRY

**TRANSPORTATION**  
INDUSTRY

**BUSINESS MANAGEMENT SOLUTION**  
CIRESON SOLUTION

**1,500**  
SIZE

**HOME-GROWN SOLUTION**  
FORMER SOLUTION



### Better Management with Multi-Platform Access

With the help of Cireson, the ARTC team was enabled to easily tap into their connected resources and conveniently manage them from their desktops.



### Rich, Customizable Views for Analysts

By deploying Cireson's **View Builder**, ARTC's analysts can now easily do their job, creating views and selecting details of incidents to display in a way that is easy and convenient for them to work with.



### Powerful Reporting and Tracking Features

With one glance at the Cireson **Dashboards** users can see potential problems, workflow issues, or see who is overtasked and may need help from the rest of the team.

## PROBLEM

Before ARTC implemented System Center Service Manager, the IT department used a home-grown help desk product to support their users. The simple solution didn't provide many automation features, and lacked an effective way to track user requests. In addition, it couldn't be fully integrated with Microsoft SharePoint, used extensively by the IT department.

The deployment of Service Manager was brought on to resolve the issues of the original help desk solution, and provide a wealth of other benefits such as extensive automation features, speeding up resolution of incidents, connection of all important backend systems, easy integrations with SharePoint, intelligent tracking of user requests, and the ability to mine data to understand IT trends and patterns.

Furthermore, Service Manager did not require a large financial investment, making it a highly attractive replacement for the outdated help desk solution.

To enhance Service Manager's capabilities, the IT department looked at two add-on solutions – one from Cireson, and another one from Provance. The solutions from Cireson offered the exact fix to ARTC's concerns, prompting the IT department to go with Cireson.

With Cireson Dashboards, "We can see exactly what our guys are doing at all times. It allows us to leverage our staff members, and resolve problems faster."

*Brad Lacey*  
IT Service Delivery Manager

## SOLUTION

The deployment of **Cireson's Business Management Solution** was quick and easy and straightforward and the ease of working with Cireson solutions was a welcome enhancement overall.

ARTC didn't need to hire an outside consultant to deploy Cireson, all the work was completed in-house. After Cireson was deployed, it took the IT department only spent just half a day to train the employees on how to use the **Platform**. Once the basics were explained, the employees were able to immediately start working with the solutions running on top of Service Manager.

The **Analyst Portal** enables ARTC's IT employees to access their dashboards and complete daily tasks from any browser, device, or operating system. They are no longer limited anymore to only working from their workstations. Now, customer requests can be resolved even when the employees are away from the office, enabling the users to get help as soon as possible.

For ARTC, one of the problems with the original deployment of Service Manager was its lack of solid reporting features. Cireson **Dashboards** was the answer to the problem, which track key performance indicators for the entire IT team, and presents the results in an easy-to-read, graphic form. "We can see exactly what our guys are doing at all times," said Brad Lacey. "It allows us to leverage our staff members, and resolve problems faster."

The ARTC team continues to evaluate and deploy more apps from Cireson as needed. They are planning to implement the **Asset Management** and Self-Service solutions in the next few months to reap even more benefits from automating essential daily tasks.

"The benefits of using Cireson solutions extend well beyond performing the IT tasks. We were able to increase productivity of our department. We finally have all our backend systems connected, and we can customize the dashboards to simplify our work."

*Brad Lacey*