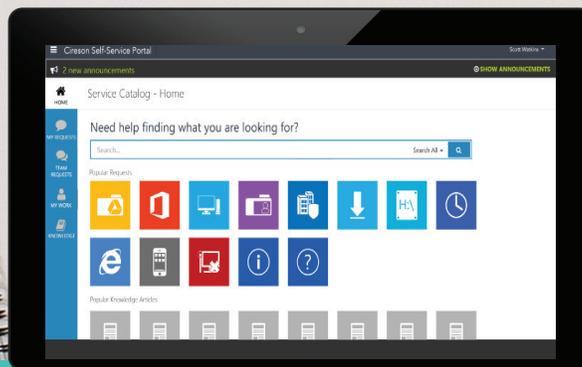


Jamaica National Building Society Achieves Increased Productivity & Mobility with Cireson



Formed through a series of mergers dating back almost 140 years ago, Jamaica National Building Society (JNBS) offers financial services to customers all over the world. Some of its popular services include savings, loans, mortgages, and insurance. JNBS has offices in Jamaica, Canada, the US, Cayman Islands, and the UK. The JNBS IT department retains 40 employees, supporting 1,500 users and 2,800 devices in over 50 locations.

WORLDWIDE
COUNTRY

FINANCE
INDUSTRY

SERVICE MANAGEMENT SOLUTION
CIRESON SOLUTION

1,500+
SIZE

HP SERVICE MANAGER
FORMER SOLUTION



Increased Productivity of the IT Department

JNBS experienced a significant increase in user productivity as a result of automated features and an intuitive user interface. Service requests and incidents now get resolved in the shortest amount of time possible.



Access from Anywhere with Increased Mobility

JNBS' IT users are rarely in front of their desktop computers. Now, they can now check on the status of new and pending requests by using any device or OS while on the go.



No Service Request Goes Unnoticed

Ever since the team started using Cireson solutions, not a single service request has been lost, as they often did previously. The impact of this efficiency in IT has proven profound, saving time and money.

PROBLEM

The Society's first help desk product was HP Service Manager. Although it enabled the team to automate a number of IT processes, it also came with a number of limitations. The software didn't integrate well with the rest of the Society's environment, and it was expensive. It offered a limited number of licenses, meaning JNBS had to pay extra every time they needed to add another team member to the system.

In addition, HP Service Manager didn't allow the end-users to directly interact with the IT team. As the JNBS IT department is fairly small, they wanted to find a help desk solution with a self-service element, enabling their end-users to not only interact with the IT team, but also resolve some issues on their own.

These frustrations lead to the IT team bringing System Center Service Manager on board. As a bundled offering, it came at no charge and with an unlimited number of seats included. And while Service Manager proved to be robust, it was also apparent that they would need greater functionalities if it were to be their perfect solution.

After working with Service Manager for a few months, the Society's IT team decided to find an add-on solution to make it better fit their needs. They chose the **Cireson Platform** because it integrates natively with Service Manager, and offers a wealth of features to complement and enhance overall performance.

"With Cireson, it's simply easier for us to complete our work."

Jason Martin
Support Specialist

SOLUTION

Currently, JNBS has most of the Cireson solutions running, including **My Active Work Items, Outlook Console, the Portal, Preview Pane, Advanced Send Email, Notify Analyst**, and the **Self-Service Portal**.

The team deployed both Service Manager and Cireson using their internal resources. The installation of Cireson solutions was very easy, with no formal training required to get the team started.

My Active Work Items allowed the team to review, transfer, as well as complete all incoming service requests from the end users without clicking through multiple screens, or logging into different systems. With the help of the solution, service requests were no longer lost in the previous maze of multiple windows and screens.

According to Jason Martin, the IT team does not spend the entire day in front of their workstations. "We need our IT staff to access applications from anywhere, including their mobile phones." By deploying the **Cireson Portal**, the IT team is now able to receive and work with service requests and incidents from any device or operating system. The Portal enables IT users to be more productive, without losing any valuable time when away from their main computers.

Summing up the benefits of the solutions from Cireson, Jason Martin said, "By using a better interface to respond to service requests, we can process requests more quickly, we can use our time better, and enable each member of our team to be more productive. With Cireson, it's simply easier for us to complete our work."

"By using a better interface to respond to service requests, we can process requests more quickly, we can use our time better, and enable each member of our team to be more productive."

Jason Martin