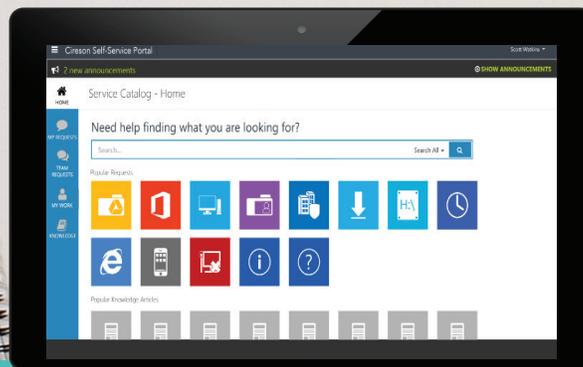


## Cireson Solutions Deliver 20% Productivity Gains for Tolko's IT Department



Founded in 1956, Tolko is a privately-owned manufacturer of forestry products. With multiple locations throughout Canada, Tolko produces and sells lumber, unbleached kraft papers, panel product, co-products, biomass power, and other specialty wood products to businesses all over the world. Tolko's IT department of 35 members manages about 1,800 devices, and supports 2,300 employees located throughout Canada.

**CANADA**  
COUNTRY

**MANUFACTURING**  
INDUSTRY

**BUSINESS MANAGEMENT SOLUTION**  
CIRESON SOLUTION

**2,300**  
SIZE

**EMAIL**  
FORMER SOLUTION



### Increased Efficiency with 20% Productivity Gains

By centralizing all user activities, providing a user-friendly interface to work with, and automating all common tasks, Cireson solutions enabled Tolko's IT managers to resolve all incidents in a timely and efficient manner.



### Mobile-Friendly Solutions Allow for Access from Anywhere

Gone are the days when all service requests had to be solved by sitting in front of a computer. Cireson's **Analyst Portal** empowered Tolko to solve issues by accessing their work items anytime, anywhere, from any device.



### Easy Hardware and Software Asset Management

Cireson **Asset Management** enabled Tolko to easily keep track of and manage all their existing hardware and software assets, and accurately project their asset budget needs months in advanced.

## PROBLEM

Prior to bringing on a service desk product, Tolko's system appeared simple - if any of the employees needed IT support, they either called or emailed their questions to the IT department. However, the system was inefficient and didn't have the capacity to support Tolko's multiple locations. The IT department had trouble responding to requests in a timely manner, since there was no way to quickly prioritize them, or route them directly to the right person.

**"Cireson helped to boost the overall productivity of the IT department by at least 20%."**

*Chris Stelzer*  
Help Desk, Lead

Then Tolko deployed Microsoft System Center, and subsequently, they decided to roll out the bundled help desk solution, Service Manager.

Once the installation of Service Manager was complete, it became apparent that while offering a wealth of features and benefits, the solution required some enhancements. It was difficult for the team to configure the application from the back end and the complex user interface from the front end was not user-friendly.

To complement Service Manager and address these challenges, Tolko chose Cireson to provide users with an intuitive, easy-to-navigate friendly front end while automating common tasks and processes of Service Manager.

## SOLUTION

Tolko has now deployed most of Cireson solutions which have made a significant difference for the IT department. According to Chris Stelzer, Cireson helped to boost the overall productivity of the IT department by at least 20%.

**My Active Work Items** greatly contributed to Tolko's productivity gains. Combining all incidents, service requests and activities in a single screen, it saves time previously wasted on looking up every incident and activity individually, which necessitated clicking through multiple screens. All items can be easily sorted and prioritized, enabling the staff members to resolve all requests quickly and efficiently.

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Another solution used daily by Tolko's IT department is the **Cireson Portal**. Tolko's IT department is highly mobile, so they wanted staff members to be able to have the ability to access incidents and service requests from their smartphones. **The Portal** allows them to do just that - all their work items can be accessed with the click of a button from any browser, device, or OS.

Cireson's **Asset Management Stream** helped Tolko to quickly manage all their assets. From a unified interface, the IT managers can see all the hardware and software assets owned by Tolko, including such details as types of assets, number of assets purchased and deployed, number of assets in use, warranty information, assigned users, and more. **Asset Management** also helps Tolko plan for the future. By knowing exactly when licenses need to be renewed, or hardware items need to be replaced, the solution enables Tolko to prepare for upcoming expenses months in advance.

Overall, the solutions utilized by Tolko have completely changed their operations as a help desk, and they look forward to exploring new functionalities of Cireson product capabilities as new features become available.