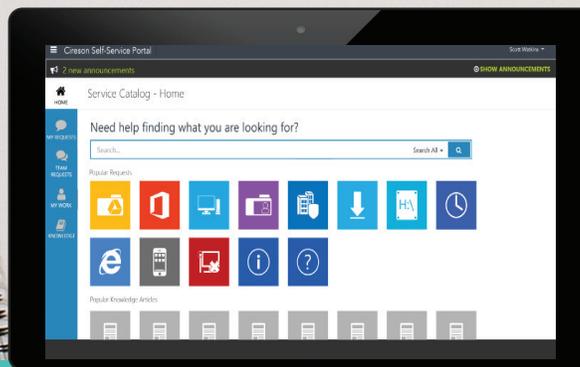## Cireson Apps Speed Delivery and Services to Arizona State University Users

Established in 1885, Arizona State University (ASU) is a public university located in Phoenix, Arizona. The OKED Research Technology Support department within ASU employs 16 IT professionals. They support about 1,300 faculty members and students, and manage 1,200 devices. In addition to the campus users, the IT team also supports a number of remote users in Pakistan, Washington D.C., and California.

UNITED STATES	EDUCATION	BUSINESS MANAGEMENT SOLUTION	16	PEOPLESOFT
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

Intuitive for IT and non-IT Analysts

The team serves both IT and non-IT analysts supporting the faculty, university staff, and students. The user-friendly apps from Cireson enabled all users to effectively and efficiently communicate with each other.

Faster Access to Service Manager Resources

The Cireson *Analyst Portal* enabled the team to faster access their resources and minimized the number of errors they had to deal with while running Service Manager without Cireson.

Cireson Apps Eliminated the Need for a Custom Solution

The apps from Cireson are proven to fix the most common problems of Service Manager out of the box, eliminating the need for an expensive custom solution.

PROBLEM

OKED's original help desk solution for ASU was PeopleSoft Enterprise Help Desk. Four years ago the university started looking at other options, including Parature from Microsoft. However, the IT team wasn't happy with the product selection proposed by the university. The IT department's main requirement was a system that could be easily customized to fit their needs.

> **"We've been using the Remote Manage app for a long time. It's a relevant and useful tool that makes our life, and the life of our users easier."**
> *Austin WongCarter*
> *Systems Analyst*

The IT department's final pick was Microsoft System Center Service Manager. They felt it had plenty of customizable features, and it was affordable. The university had an Enterprise Agreement with Microsoft, making Service Manager almost free for the IT department.

Although Service Manager offered the features they were looking for, it had two main problems: it was difficult to use, and it was slow. To solve the issues, the IT team considered deploying add-on products. "We are a small group, with limited resources," commented Austin WongCarter, Systems Analyst. "We wanted ease of use and accessibility. We even thought about a custom solution before we came across Cireson."

It was very important for the IT department to have a very user-friendly solution, since the portal is used by both IT and non-IT analysts. "In addition to the IT Help Desk group, we also have other non-IT analysts supporting grant writers, grant compliance teams, grant researchers, and others. They deal with various requests, from software settings that need to be changed/managed, to requests for new software features for our custom products," said Austin WongCarter.

SOLUTION

The IT team used their own resources to deploy Cireson apps. "We deployed all of Cireson's solutions ourselves, it was very easy, and it required very little training for our users," said Austin WongCarter.

"The **Analyst Portal** was helpful out of the box," said Austin WongCarter. "It duplicates the look of the Service Manager Console, so it didn't require a big learning curve."

> **"We deployed all of Cireson's solutions ourselves, it was very easy, and required very little training for our users."**
> *Austin WongCarter*

The **Analyst Portal** helped make the IT team more efficient. "It is much faster than Service Manager's portal that used to give us errors when we had other apps running in the background," commented Austin WongCarter.

The Cireson **Outlook Console** is another app that simplified the life of the team's analysts. Using features built into the Microsoft Outlook interface, the Console is intuitive and simple to use. "Our non-IT analysts find it very useful," said Austin WongCarter. "They use it to resolve incidents related to settings and features of our custom software for grant writers and researchers."

The IT team's other favorite app is **Remote Manage**. It helps them deploy and manage software and services without disrupting activities of faculty members and students. "We've been using the **Remote Manage app** for a long time. We had a version available before Cireson started offering it to other customers," said Austin WongCarter. "It's a relevant and useful tool that makes our life, and the life of our users easier."