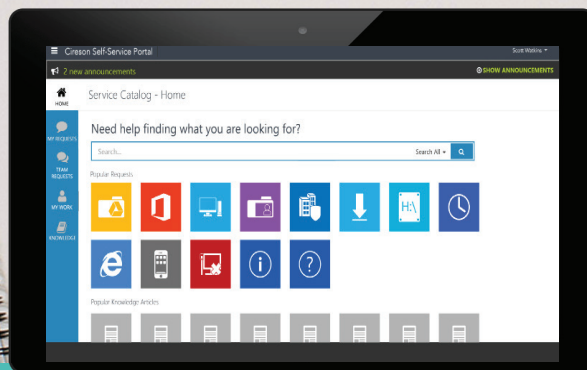


Perkins Coie Depends On Cireson Solutions to Manage IT and Non-IT Assets



Founded in 1912, Perkins Coie LLP is a law firm with 16 domestic and 2 international offices. They have over 1,000 lawyers representing companies of all sizes, from start-ups to Fortune 50 corporations. Perkins Coie employs 90 IT professionals. They support over 2,500 users and manage over 4,500 devices from 10 locations.

U.S. & ASIA
COUNTRY

LEGAL
INDUSTRY

BUSINESS MANAGEMENT SOLUTION
CIRESON SOLUTION

90
SIZE

BMC Remedy
FORMER SOLUTION



More Effective Ways of Managing Service Manager

Intuitive and customizable interfaces from Cireson enabled Perkins Coie an easier access to Service Manager's resources, resulting in a more productive IT team.



Elimination of Manual Steps with Increased Automation

The combination of Service Manager and Cireson's apps eliminated the need to use manual data entry of requests received through the email system.



Active Participation of Non-IT users

Perkins Coie is working on extending the benefits of Service Manager to the whole organization. With the help of Cireson, the firm hopes to create a single system for managing IT and non-IT requests and assets.

PROBLEM

The IT team at Perkins Coie originally used an older version of BMC Remedy. However, to efficiently support over 2,500 users in multiple locations, they needed a more advanced solution with better automation features.

The IT team had two options – to upgrade the Remedy solution, or to go with another offering. After looking at a few options, they decided to deploy System Center Service Manager. It was more cost-effective than an upgrade of the old system, and it offered many of the features they wanted.

To alleviate some of the setbacks they experienced with Service Manager, the Perkins Coie IT team turned to Cireson.

The IT team hoped to achieve 3 main goals with the deployment of the new system: to remove manual steps from their daily operations (such as data entry of the incoming email volume), to create a better reporting system, and a better automation system, integrated with other tools.

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David Sebba

Customer Support Operations Supervisor

SOLUTION

Today, Service Manager and Cireson has helped Perkins Coie to achieve 2 goals – to improve their record keeping system, and to reduce the time needed to manually enter data into the system.

“Even though it was more complicated to use, it was also more powerful, and we knew it was better for our long-term automation goal,” commented David Sebba. “Our goal would have been impossible to achieve with Remedy.”

“As we move forward with bringing on other non-IT groups, and rolling out the Self-Service Portal, we’ll be in a position to revolutionize how our administrative groups deliver service to our customers.”

David Sebba

They are still working on their third goal -- to extend the system’s automation capabilities to the whole company. Today, it is mostly used by the IT department, and, as an experiment, the marketing department.

The marketing team uses the system to submit and track requests for work items (brochures, bios, etc.) Eventually, Perkins Coie hopes to extend these capabilities to all the departments, enabling the employees to have one place to go for any request. “As we move forward with bringing on other non-IT groups, and rolling out the Self-Service Portal, we’ll be in a position to revolutionize how our administrative groups deliver service to our customers.”

“Cireson’s support and expertise has been invaluable in helping us work through some of the challenges we faced with Service Manager,” said David Sebba.