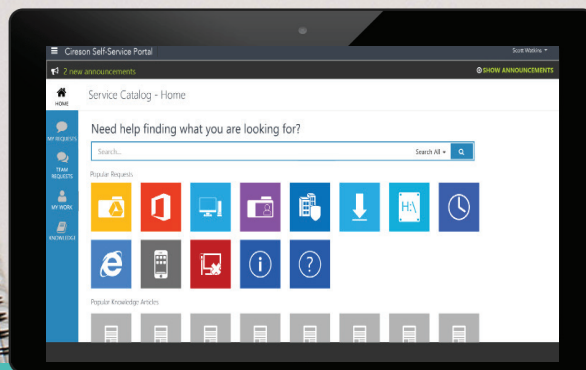


University of Trier Uses Cireson to Automate and Simplify Management of Service Manager



The University of Trier, founded in 1473, is a public university in Germany that offers bachelor's, master's and doctoral degrees in over 30 fields of study. The university's IT department employs 22 full time analysts, and 80 part-time workers. They support close to 20,000 students and faculty members on 2 campuses, with about 4,000 computers and 10,000 mobile devices.

GERMANY
COUNTRY

EDUCATION
INDUSTRY

SERVICE MANAGEMENT STREAM
CIRESON SOLUTION

102
SIZE

CONSOL CM
FORMER SOLUTION



Consolidated View of all Tasks

Cireson solutions present all daily tasks for each analyst in a single view and eliminate the need to go through multiple screens to access data, or complete an assignment.



Automatic Task Assignment to Speed up Problem Resolution

Thanks to Cireson, IT problems are automatically assigned to the right analysts, speeding up resolution of problems, and ensuring that only authorized analysts get access to relevant data.



Linux Compatibility Preserves Existing Programs

Cireson solutions enabled the university to keep running their Linux-based apps together with Service Manager, allowing the University to utilize the tools they have and save on costs.

PROBLEM

As the university's original ticketing system was getting too old and expensive to maintain, the IT department had to find a replacement capable of supporting 20,000 students and faculty members. The IT team wanted a solution with strong automation features and a user-friendly interface. The solution had to be intuitive to use, to enable the university's students to submit service requests.

"Our main user is not an IT professional or advanced user," said Simon Eiden, Service Manager Administrator, referring to the university's students. "We wanted a solution that would be easy for them to understand and work with."

Another goal was compatibility with Linux-based applications, since the university had a number of programs running on Linux.

After considering a few popular options, the university's IT team picked Microsoft System Center Service Manager to replace their aging system. Implemented a year ago, Service Manager checked most of the boxes for the team, however the analysts quickly realized it was very challenging to work with. According to Simon Eiden, "We had problems customizing the portal, and adding new features. It's very difficult to make changes in Service Manager."

To make Service Manager more user-friendly for their analysts and end users, the university's IT team chose to deploy Cireson on top on Service Manager.

"Cireson was the only product that was good for our environment. It's powerful, easy to use, and very customizable."

Simon Eiden

Service Manager Administrator

SOLUTION

Deployed in a matter of days, the solutions from Cireson changed the way the university's analysts work with Service Manager. The automation of tasks was one of the benefits that made an immediate difference. "Our team members now have time for other important things," said Simon Eiden. By reducing the need for manual coding, and creating shortcuts to speed up common tasks, Cireson solutions freed up the analysts to focus on resolving IT issues as efficiently as possible.

Cireson apps freed up the analysts to focus on resolving IT issues as efficiently as possible.

One of the top time saving apps, **My Active Work Items**, displays tasks in a single screen, customized for each analyst. "**My Active Work Items** shows us everything we need in a single view," said Simon Eiden. "We had to go through multiple views to see the same information in Service Manager." The app enables the university's analysts to resolve most incidents without leaving the screen that shows all their assigned tasks.

The university's IT department has a relatively large team of analysts. They wanted a built-in security system to ensure that everyone had access only to the items they were authorized to work with. "Cireson has a very good rights management system," shared Simon Eiden. "It's great for teams that have to work together, and it also specifies who can do what in **the Portal**."

"We are very happy with the Cireson products," commented Simon Eiden. "We did look at other solutions but in the end, Cireson was the only product that was good for our environment. It's powerful, easy to use, and very customizable."