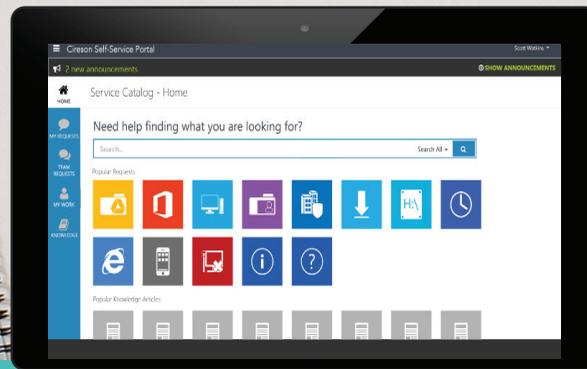# Cireson Apps Enable Calgary Catholic School District to Deliver Superior Customer Service to Their Users

Calgary Catholic School District (CCSD) is the largest school district in Alberta, Canada. The district consists of 105 schools teaching students from kindergarten to twelfth grade.CCSD employs 70 IT professionals. They support about 60,000 users (including 5,800 staff members) and manage over 48,000 devices. About 95% of the company's IT infrastructure is Windows-based.

CANADA COUNTRY	**EDUCATION** INDUSTRY	**BUSINESS MANAGEMENT SOLUTION** CIRESON SOLUTION	**60,000** SIZE	**BMC REMEDY** FORMER SOLUTION

In-Depth Performance Metrics for Better Planning

CCSD uses Cireson's comprehensive tools to analyze performance of their systems and analysts to evaluate trends and plan for the future.

Familiar, Intuitive Interface for Seamless Adoption

With a user-friendly interface, the apps from Cireson enable the CCSD analysts and customers to easily interact with each other, without wasting time on learning the new system.

Web-based Portal Accessed from Anywhere

CCSD's technicians are no longer tied to their desks, since they can access the Web-based Analyst Portal on their mobile phones from anywhere.

CCSD's original help desk solution was BMC Remedy. By 2013, the solution was getting older, and not meeting CCSD's needs. The upgrade required an additional expense and a large time commitment. In addition, CCSD's customers thought it was difficult to use. A user-friendly solution was an important requirement, since many faculty members of the district are not particularly IT-savvy.

> **"We knew that the user interface and feature set with Service Manager could be improved upon."**
> *John Schutte*
> *Director, Information Technology*

In addition to an easy to use solution, CCSD also wanted a product with good mobile capabilities, and an integrated set of monitoring features.

Instead of upgrading to a new version of BMC Remedy, the IT team chose to move the school district to System Center Service Manager (SCSM). As most educational institutions, CCSD had a special pricing agreement with Microsoft, which influenced their decision to acquire SCSM.

The IT team also made a decision to deploy SCSM together with Cireson apps. "We were aware of certain problems of SCSM," said John Schutte, Director, Information Technology. "We knew that the user interface and feature set with Service Manager could be improved upon.. We chose to deploy Cireson apps together with SCSM to ease the transition to the new solution." In addition to choosing the apps from Cireson, CCSD also engaged the Cireson Services Team to manage the deployment of both SCSM and the apps for them.

SOLUTION

To deploy SCSM and Cireson apps, the school district decided to start from scratch, without transferring over a lot of old data. "It was an easy transition without a huge learning curve," said John Schutte. "The whole process took less than 30 days."

> **"Cireson apps were not only familiar, but easier to use, with a nicer user interface."**
> *John Schutte*
> *Director, Information Technology*

"We've used Microsoft products for a long time, so we are very comfortable with them. Cireson apps were not only familiar, but easier to use, with a nicer user interface," commented John Schutte.

The ability to access user requests remotely was another important benefit for the IT department. "Our technicians need the flexibility to access data from their cell phones, when they are helping users outside of their office," said John Schutte. "Cireson's Web portal gave us that ability."

Since the district's work load varies depending on the time of the school year, the ability of the IT department to predict how many people they need each month is crucial. "We do a lot of planning. For example, September is a busy month for us, so having a better understanding of our workload helps us make a decision to bring in a contractor," said John Schutte.

In the future, they are planning to use data collected through Cireson's dashboard to better understand the performance of their department (how many tickets are processed by each analyst, the turnaround time per ticket, cost per tickets, etc.).

"Cireson offered our users a better overall experience," concluded John Schutte. "It's a customer-focused, simple, elegant solution."