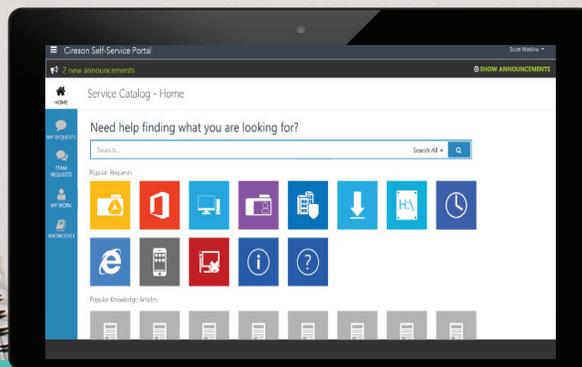# cireson
your system center experts

Eugene

Cireson Apps Fill Functionality Gaps of SCSM for City of Eugene

The City of Eugene in Oregon provides a wide variety of services to over 159,000 residents. The services range from fire and emergency medical services, library, recreation, and cultural services, a police force, and many others. The City of Eugene's IT department employs about 50 IT professionals. They support about 2,000 users in 40 locations, and manage over 2,000 devices. About 99% of the company's IT infrastructure is Windows-based.

UNITED STATES	GOVERNMENT	SERVICE MANAGEMENT SOLUTION	2,000	IBM MAXIMO
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

Faster Adoption of System Center Service Manager

The user-friendly features of Cireson facilitated SCSM's adoption for the city's IT workers, who originally found SCSM to be difficult and too complex to work with.

More Efficient Ticket Resolution

Cireson apps, running on top of SCSM, enabled the city's IT workers to reduce manual data entry steps and speed up their ticket resolution process.

Improved Experience for End Users

Cireson apps provided the City of Eugene's end users with a more inviting solution, simplifying the ticket submission process, while keeping them updated on the status of their requests.

PROBLEM

The IT department of the City of Eugene originally used IBM Maximo to support their 2,000 users. They were not happy with the features it provided, and started looking at other options at the beginning of 2015.

As a government organization, the City of Eugene had a modest budget to spend on a new product. "We wanted a fresh start, but cost was an issue," explained Nick Scott, ISD, Systems Programmer. "We already had an agreement with Microsoft, so we went with Service Manager."

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> *Nick Scott*
> *ISD, Systems Programmer*

The City of Eugene deployed System Center Service Manager in early 2016 with the help of an outside consultant. "The deployment went well," said Nick Scott, "but we had a hard time using it. It didn't really fit our needs. It was hard to configure, and because of usability issues, it was difficult to make our people actually use it."

Because of the initial disappointing experience with the new solution, the IT department decided to look at add-on products to improve the functionality of SCSM. "We looked at other vendors, but Cireson's portal was the best we saw," said Nick Scott. Picking a user-friendly, customizable solution was one of their top concerns. "Because of the bad previous experience, we really needed something that would make it easier for our IT department to adopt the solution," said Nick Scott. "We decided to go with Cireson because of the functionality it offered."

SOLUTION

As many other Cireson customers, the City of Eugene decided to implement the apps in phases, rather than all at once. They started with the Analyst Portal, Notify Analyst, and Password Reset apps. "We were finally able to have the solution we wanted," said Nick Scott. "And we were able to customize it to fit our needs."

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In addition to intuitive interfaces, Cireson's solutions have a similar look to SCSM, minimizing the learning curve once deployed. "We like that Cireson's portal mimics Microsoft's console. It has many features that we like, and it's easier to use. We thought Microsoft was a difficult portal to deal with on its own," said Nick Scott.

The combination of SCSM and Cireson's apps has enabled the IT department to provide their users with much better customer service, and eliminated the need for manual data entry. "It enabled us to work on the tickets faster," said Nick Scott. "The apps offered helpful features that Service Manager was missing out of the box."

Even though the apps from Cireson have been deployed for only a few months, they have benefited both the IT workers, and the end users. "SCSM is now much easier for the analysts to use, and our users find it simpler to enter and submit feedback. So far we've heard a lot of positive feedback on the new system," said Nick Scott.