



▶ Export Development Canada (EDC) – Enabling IT Support

Customer satisfaction is key to many IT support organizations. However often the measurement data to determine how well an organization is doing and where it needs to improve is not readily available. Organizations typically turn to the help desk for statistics, but if the data is not captured and maintained in a useable fashion then the output is not meaningful.

Export Development Canada (EDC) is a Canadian Crown Corporation whose purpose is to facilitate and promote the export of Canadian goods and services through the provision of insurance and financial services. The Head Office of EDC is located at 151 O'Connor Street, Ottawa, Ontario. In addition, there are four Regional Offices across Canada. EDC also has Foreign Representation in five countries.

Challenge:

Like many organizations, the IT Client Services department at EDC was striving to demonstrate its value and improve customer service, but did not have a tool to capture performance data and report on it. In 1999 EDC saw that Utopia, its Help Desk at the time, was not going to satisfy its reporting or Y2K compliance requirements. Faced with these challenges, EDC went to market with an RFP. A solution was recommended and chosen that included Remedy as the tool with the now current Emtec (KOAN-IT) team for implementation.

In its six-year lifecycle, the installation has gone through four (4) distinct evolutions, from the initial product installation to performance analysis, to web capability enhancement to upgrades of the help desk application. Emtec (KOAN-IT) resources were prime on all these activities.

The challenge for EDC has been to embrace the solution: including technology and process improvements at a rate and in a manner that would yield acceptance and practical results.

Solution:

Fundamental to the success of the solution at EDC is the relationship with Emtec (KOAN-IT). Emtec (KOAN-IT) was able to provide informed and practical expert ITIL process, six-sigma and technology expertise. This has allowed EDC to evolve their service support capability over the past six years in a predictable manner.

In the initial phase in 1999, a GAP analysis was performed against the existing Help Desk application UTOPIA and processes and customizations were made to the out-of-box Remedy Help Desk solution to meet the needs of EDC. Due to Y2K timeframes, the primary goal of the first phase was to roll the Help Desk product into a stable environment and to migrate all existing users from the UTOPIA system. This was completed successfully on time and all users were trained on its operation. The solution initially provided capability for primarily incident, problem and some asset management. Over the years the capability has been enhanced to include change, and release, configuration, service level agreement and availability management.

During the second phase, a team of process analysts reviewed the existing processes and the usage of the Help Desk system to determine the next steps for improvement. The effectiveness was compared to ITIL best practices and the efficiency was measured with Six Sigma techniques. Upon the completion of this phase, a plan for phase three was developed that included the addition of a web-based network access / profile change form, end-user based web-based ticket submission and several user feature requests.

The third phase of this project saw the incorporation of the web-based Help Desk, and the web-based network access / profile change form complete. Additionally, a full statistical reporting module was developed to help track and monitor the overall efficiency of the support process. As well, an integration was built to the EDC corporate directory system.

The fourth phase was the upgrade of the complete environment – including to the latest version of Remedy Help Desk.

In addition, Emtec (KOAN-IT) has remained the sole provider for maintenance and enhancement of the Remedy Help Desk application for EDC. This activity involves regular on-going monthly preventative maintenance and support of the Help Desk Application system including the Remedy ARS Server and an Internet front end to extend online web submission of trouble tickets, network access requests and small asset loan requests.

Remedy's workflow capability can easily be expanded to meet the growing and changing needs of the business. EDC approached Emtec (KOAN-IT) to design a solution to improve the efficiency of the Small Asset Loan Procedure. This solution was used for a booking system (schedule), asset tracking system and reporting tool for small equipment loans. This initiative covered equipment loaned at the Help Desk, which included laptops, digital projectors, printers, PCs and monitors. This project was aimed at reducing effort for equipment management within EDC by identifying and eliminating both redundancy and duplication of effort by automating workflow and re-visiting process.

Emtec (KOAN-IT) further enhanced the Remedy solution to include an integrated module called the Telecommunications Billing and Asset Management Application (TBAMA).

Emtec (KOAN-IT) provided a team of ITIL trained IT Service Management consultants and Remedy developers to perform the project management, functional analysis, process mapping and solution design and development for all deployed Remedy solutions.

Results:

- ◆ 100% modular system developed to grow with the business.
- ◆ Solid support plan that has maintained a 99.9% availability.
- ◆ Sound basis for integrating all ITIL processes.

About Emtec: Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.