RESULTS:

90%
improvement in routine
software patch success rates.

6 weeks
for a smooth, fully supported,
end-to-end implementation.

3 months
to dramatic savings in time
and resources.

St.George

THE CHALLENGE:

1. The fastest-growing municipality in the US has a very small IT team. To meet the changing demand, they needed to automate processes such as patch implementation, asset tracking, ticket management, onboarding, and more.

2. The contract with the previous IT service management vendor was expiring, putting pressure on the IT leadership to rapidly find a solution that met their new needs.

3. With city divisions acting as technological silos, the IT team spent too much time putting out fires and trying to standardize disjointed solutions, without the visibility needed to prioritize services.

THE SYSAID APPROACH:

1. SysAid implementation managers provide support before, during and after implementation of the service management platform, making sure all needs are met.

2. SysAid automation capabilities streamline common IT services and support processes, including patch management, asset tracking, ticket management, and more.

3. SysAid provides clear visibility into IT services, with the ability to track and assess support activities, asset management, maintenance and upgrades, and more, enabling a proactive, time-saving approach to IT.

"With SysAid we went from constantly putting out fires to being a proactive IT support and management organization."

Jeffrey Brown, Customer Support Manager

A New Approach in an Old City

Rapid growth, a patchwork of assets, and limited resources created complex IT service management challenges for St. George administrators. With SysAid, the city successfully transformed its support operations, automated key processes, and achieved significant improvements in productivity and customer satisfaction.

About St. George
St. George, founded in 1861, is a city in southwestern Utah in the United States. It is the fifth-largest city in the state and, as of 2022, had a population of 108,535.

Streamlining IT Service and Hardware Optimization in a Growing Community

SysAid was instrumental in the St. George IT team quickly achieving and exceeding their goals. This included a remarkable 90% improvement in software patch success rates in three months, onboarding automation, comprehensive asset tracking, and superior service to a diverse user base. St. George is now well-equipped to handle growing demands and ensure a seamless experience for both employees and residents.

"I've been in this business a long time and I've seen vendors come and go. But you guys have definitely 'got it'. It's amazing to see."

Jeffrey Brown
Customer Support Manager

Growing Pains

The city of Saint George, one of the fastest-growing municipalities in the United States, faced significant challenges due to its rapid expansion and limited resources. Hardware and software were being purchased and implemented independently in each of the many divisions of the municipality. There was, therefore, no technology standardization or effective asset management. As a result, the IT team spent its time putting out a lot of fires and trying to provide continuity of service. This meant regularly delivering software patches manually and depending on users to execute them.

St. George decided to address the issue, in part, by embarking on a five-year plan to fully refresh its entire inventory of desktop and mobile devices. This was a huge undertaking, as the IT team, with only three full-time employees, supports over 1,000 users, about 800 endpoints (meaning desktops and laptops), and over 600 mobile devices. They are therefore continuously rolling out, replacing, managing and ordering equipment, alongside their day-to-day technical support activities.

The absence of standardized processes and a reliable ticketing system was increasingly creating inefficiencies in IT support, asset management and hardware optimization. The IT team decided that a new solution was needed, one that enables tracking of all the IT assets, includes a robust, scalable ticketing system, and could automate routine processes such as software patches.

After evaluating several vendors, the St. George team found that SysAid was the only provider that met all their requirements. As Nathan Gleed, a Customer Support Representative for St. George, put it:

"I'd been using a different ITSM system for years, but it was clear in our evaluation of vendors that the smart decision was to make a change to SysAid. It had everything we needed. It was almost too good to be true."

Nathan Gleed
Customer Support Representative
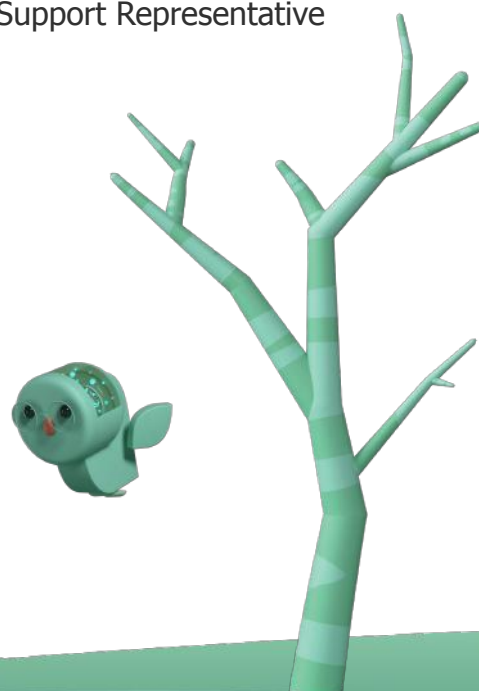
Stepping Up Implementation

St. George needed to move fast on SysAid implementation, as their contract with their incumbent vendor was expiring. This meant there was not much room for error if service continuity was to be maintained. With such a small team, the city's IT division knew SysAid support would be crucial before, during and after implementation.

And they were not disappointed.

"I knew we made the right decision when we first engaged with the implementation team. I've never seen an organization step up with the level of organization, commitment and resources SysAid brought to the project."

Jeffrey Brown
Customer Support Manager

Proactive Efficiency

St. George has significantly reduced the time and resources needed for routine IT support and service. The SysAid platform provided the tools and centralization needed to automate ticketing, track and manage assets, and streamline the employee onboarding process.

SysAid allowed the IT team to be more proactive, which plays a key role in the plan to improve and standardize technology across the city's many divisions. They are able to preemptively identify aging or problematic devices and equipment, saving time and increasing efficiency across the board. Similarly, centralized asset management with SysAid has made it possible to automatically track the progress of the upgrade program and all employee devices.

Automating Success

The St. George IT team uses SysAid to create and manage workflows for key process automations. This has included implementing software patches, employee onboarding tasks, and ticketing processes. The new workflow automation capabilities have enabled St. George to overcome resource limitations, save time, and meet increasing service demands.

With SysAid's robust patch management system, for example, St. George achieved a remarkable 90% success rate within just three months. This achievement exceeded their expectations and demonstrated the effectiveness of SysAid in improving service quality and efficiency.

Human Resource Optimization

According to the IT leadership, obtaining funds for additional staff in city government is a challenge. The automation of routine processes that SysAid makes possible has enabled the city to optimize the use of its limited human resources in the IT division.

For example, with 75 miles to cover, an IT support technician can spend a lot of time traveling from one end of the city to the other when they need to handle an issue. When support processes are more automated and standardized, IT staff can foresee and prevent problems before they occur and resolve them without lengthy field investigations.

The result is greater effectiveness and significant time savings that can then be redirected to more value-added activities.

"It's a big win for us because now I don't have to dedicate staff for routine IT processes that we can do automatically," Jeffrey explained
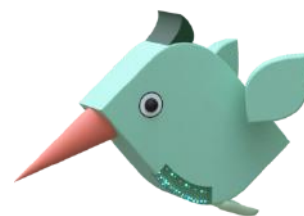
Future Challenges and Opportunities

The immediate next step for St. George is to move the entire employee onboarding workstream to be fully automated and managed by SysAid. Then, the IT division will begin looking at more processes that can be automated, with the goal of maximum optimization across IT service management.

Part of the optimization process will be establishing a self-service IT support portal for employees across the city. This will entail a cultural shift, according to IT leadership, as most employees are currently very comfortable physically visiting the IT office or calling in a request.

Ultimately, the IT team seeks to share the benefits they have seen with SysAid across the city's many divisions, integrating the various processes or ticketing systems into the service management platform. Using the self-service portal, the IT team can then create a single point of contact serving all city employees.