

G77A Self Service enables 10 Minute Software Delivery at Providence Health

Challenges

- » Manually handling numerous one-off software requests consumes time
- » Employees wait days for requested software
- » Lack of visibility into license usage leads to excess spending

Solution

- » Empowering employees with a self service software portal
- » Centralized dashboard with alerts on license availability and usage

Benefits

- » 700 employees can now request and receive software in 10 minutes
- » Unused licenses are identified and reclaimed, saving True-Up spend

Providence Health maximizes ConfigMgr 2007 investment

Jason Andersen is the Software Deployment Specialist at Providence Health & Services, a not-for-profit organization dedicated to providing quality and compassionate health care.

Providence Health uses ConfigMgr 2007 for software deployment and wanted to maximize its ConfigMgr investment by increasing employee and IT productivity while reducing IT cost.

Diagnosing the problem – handling one-off software requests manually

Jason found that handling numerous one-off software requests manually was becoming cumbersome as each request took 8 minutes to configure.

Jason provided services to 700 end-users who averaged a total of 2400 individual software requests in the year. Servicing these requests accounted for 320 hours of Jason's time. Time that could have been spent on critical tasks.

Employees who requested software had to wait for days before their requests were processed. This led to further loss of productivity.

A proven solution - software self service with automated approval

Jason met John Juris of SCCM Expert and saw a demonstration of Self Service – a software portal through which end-users can request software from a catalog. Requests follow an automated approval workflow and software is deployed through ConfigMgr. There is no manual intervention during this process.

Grasping the productivity and cost benefits, Jason championed the deployment of Self Service at Providence Health Plans, selecting the product for its:

- Simple and quick deployment:
 - o 1-day installation
 - o No on-site consulting
- Intuitive and easily searchable software catalog
- Robust approval workflow:
 - o Customized approval processes
 - o Some software was configured to require no approval while others were configured with 3 to 5 stages of approval
- In-built questionnaires: Jason gathers information from requesters to ensure transparency and faster approval

"Self service is simple to install and use. We went into production quickly and got great support from SCCM Expert throughout the initial setup. Till date SCCM Expert has been very responsive to our needs," remarked Jason.

“ Before Self Service, software request delivery duration was dictated by the time I had to service requests. The SLA was 4 days.

- Jason Andersen

“ Employees can now request software and hardware from a selection of 200 items in the Self Service Catalog.

- Jason Andersen



With Self Service, the turnaround time is less than 10 minutes for items that do not require approval, to a couple of hours for those that have 3 to 5 stages of approval.

- Jason Andersen



Realizing a hard ROI

Jason likes the fact that along with increasing end-user and administrator productivity Self Service also provides hard ROI through license reclamation, reducing IT spend on licenses.

License reclamation – reducing license spend

Jason got an instant notification about Microsoft Visio license usage exceeding the number of licenses purchased. He then launched a reclamation campaign **collecting unused licenses** from machines that were no longer in use.

Jason commented "Self service notifies me when license usage is greater than the number acquired. At a glance, I can see who is using licenses and which machines are active. I can pull back licenses if required. This provides me total **visibility for True-Up** licensing."

Faster software delivery – increasing employee and administrator productivity

Jason is now able to ensure that employees receive **requested software in 10 minutes**. Software with multiple approval stages is delivered in a couple of hours.

Jason also **saves 320 hours** annually. Time he dedicates to mission critical IT tasks.

Taking Self Service national to share its benefits

"Self Service has greatly benefited Providence Health Plans. I am now working with other SCCM specialists to extend this benefit nationally through Providence Health System, which covers all our hospitals. We are currently evaluating a roll-out across Washington, Oregon, California, Idaho and other regions," says Jason.

Contact John Juris at SCCM Expert today at 1-877-517-7226 or sales@sccmexpert.com to see if he can help you boost productivity and reduce license spend.

About SCCM Expert

SCCM Expert is a Microsoft Gold Partner and founding member of the Microsoft System Center Alliance.

Visit www.sccmexpert.com, see how we help over 100 companies including global corporations, education institutes and government agencies **lower the cost of user software request fulfillment**.



3205 Wenonah Ave, Berwyn, IL 60402, Tel: 1-(877)-517-SCCM (7226), Website: www.sccmexpert.com