

## 7UbUX]Ub 'hY'YVta [ ]Ubh manages software requests Zcf ' ) \$\$\$\$ employees with SCCM Expert's Self Service

- Challenges**
- » Managing individual software requests for 35,000 employees
  - » Delivering requested software quickly
  - » Reducing help desk calls and IT administrator involvement
- Solution**
- » Establishing a self service software portal for employee requests
  - » Maximizing license usage through leasing and reallocation
- Benefits**
- » Reduced software delivery time by 90%
  - » Saved the SCCM team 2,240 hours on 16,800 requests annually
  - » Increased employee satisfaction on software delivery from 30% to 75%



Alan Bezaire and Craig Davis are members of the SCCM team at a \$9.6 billion Canadian telecommunications company.

The company aimed to maximize the efficiency of software delivery with Microsoft ConfigMgr 2007. Alan and Craig were part of a task force exploring the possibility of enabling employees to request and have software delivered without IT or help desk involvement.

Today, Alan manages SCCM Self Service and the software request management process.

### 35,000 employees, 1400 monthly individual software requests, time consuming

The SCCM team dealt with 1400 individual software requests every month. 8 minutes configuration time per request lead to 2,240 hours the SCCM team spent on servicing such requests annually. This posed an unnecessary operational overhead on managing a 35,000 client base.

Employees received requested software in a few weeks. This led to less than optimal information worker productivity.



We conducted a survey and found that only 30% of employees were satisfied with the software delivery process. We went to the Microsoft Management Summit, 2008 looking for solutions to increase employee satisfaction with the process.

- Alan Bezaire



### Finding the best solution – polished features and bang for our buck

SCCM Expert's SCCM Self Service demonstration at MMS caught Alan's attention. A software portal through which employees can request software from a catalog without any IT intervention was exactly what Alan was looking for.

Alan saw demonstrations of SCCM Self Service and 1E's Shopping. Then a team comprised of technology specialists from the SCCM team, managers, support staff and the director of the desktop group evaluated both products comprehensively.

"We weighed the pros and cons of both products. SCCM Self Service had more features and worked better for our particular needs. It provided 40% more value than the alternate," remarked Alan.



SCCM Self Service provided great bang for our buck.

- Alan Bezaire



"In 2008, we had some apprehension as SCCM Expert was a small company. Given the merits of the product, the support and the value for money we took a chance on them. Today SCCM Expert has over 100 customers and we are very happy with our own results," said Alan.

Craig mentioned "The support was a major draw for me and was an excellent selling point while pitching internally."



It's rare that one gets support from the developers, the turnaround time is incredible and the magnitude of change brought about is unheard of. If we say we want this then SCCM Expert just gets it out.

- Craig Davis



"The results have been great. Employees get software in less than 2 days and we save over 2200 hours of time for the SCCM team. I think that this has been the most significant, most productive thing we have ever done," affirmed Craig.

### Exploring Self Service for further ROI

Alan is now looking to make the most of SCCM Self Service's leasing feature. He identified the costly applications that he wants to set up leasing for and conducted a pilot.

"We are setting up a one-year lease mechanism for our more expensive products. There is a fair bit of work around building an approval process. There is also a possibility of reclaiming and redeploying unused licenses in the future. This should help us reduce cost significantly," remarked Alan.

### Empowering employees with SCCM Self Service

"Self Service is easy to install and is simple for users to understand. The most important thing is to put the right software request fulfillment processes in place," said Alan.

Alan and his team configured 100's of home grown as well as commercial applications in the Self Service portal. 90% of the monthly software installs now take place through the Self Service portal.

Contact SCCM Expert today at **1-877-517-7226** or [sales@sccmexpert.com](mailto:sales@sccmexpert.com) to discuss how we can help you **boost productivity and reduce license spend through automated software request fulfillment.**

### About SCCM Expert

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

Visit [www.sccmexpert.com](http://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.**



It used to take a few weeks to deal with requests before. Now it takes from a few minutes to 2 days depending on our internal approval processes. We did a survey and found that employee satisfaction with the software delivery process has risen from 30% to greater than 75%.

- Alan Bezaire



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