IssueTrak **Case Study**

SkyTeam Cargo U.S. Sales Joint Venture

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Helpdesk Manager

When Brad Henninger took the position of helpdesk manager for SkyTeam Cargo U.S. Sales Joint Venture, he was presented with quite a challenge. His team of eight – responsible for supporting the joint venture of three major airlines that combine a sales force, centralized reservation services, a comprehensive route network and common product line – had their hands full and no processes for managing their workload.

"I inherited a mess," Henninger says. "People were requesting our help through phone calls, a generic e-mail box, even by snagging us in the hall. Everybody in my group had access to the e-mail box so there was a duplication of effort and there was no documentation for the phone calls or hall snags."

Henninger was looking for a process that would provide greater visibility into his group's workload and an audit trail for the requests they were receiving.

"I had no idea how many requests were coming into our group. I knew we were busy, but I didn't know just how busy or why," Henninger explains. "My goal was to find a solution that would give me the information I needed to make decisions, like extending helpdesk hours. I didn't want to just guess."

Henninger did some research on the Web and found a variety of solutions spanning a wide range in both functionality and pricing.

"I started by downloading some of the free applications, but they took a lot of work to get up and running and tailored to our needs," he says. "Then I saw a demo of IssueTrak and was impressed."

"Because this would be a big change for the organization, I wanted people to have the ability to submit requests either by a web form or an e-mail, and IssueTrak offered a variety of options," says Henninger.

To keep costs down, avoid IT burden and speed the implementation process, Henninger opted for IssueTrak's hosted version.

"I wanted to make sure support issues wouldn't be costly. Because we would be in a hosted environment, the risk was lower," Henninger says. "It also meant we would be up and running quickly."

"It took us less than a week to create test cases and modify IssueTrak so that it better matched our environment," he explains. "We created user groups for different departments and something we call 'How do I?' documents."

"Tweaking IssueTrak was easy and the documentation was really helpful," Henninger adds.

Despite a bit of apprehension expressed by some early in the roll-out phase, something organizations often encounter when introducing new technology, Henninger says IssueTrak has received rave reviews.

"My team loves IssueTrak! As soon as something is submitted, they can assign it to themselves, and when they complete it they get the credit for it. Before IssueTrak, they felt like they did a lot of work and it went unnoticed," Henninger explains.

"The time to train new users has decreased significantly," adds Henninger. "Now when issues are assigned, the tasks required for completing them are defined. Because of, the 'How do I?' docs, the ability to research past incidents to see how they were handled, and the defined tasks, the information needed to resolve issues is right there."

Even Henninger has the information that had been eluding him.

"The data that we've been able to receive from IssueTrak is amazing. Now I can see that we're averaging 150 incidents per week, which justifies getting additional help," Henninger says.

Henninger has had such a positive experience with IssueTrak that his team is looking to implement IssueTrak's asset management system and potentially the survey system to see how end users feel about the service they're receiving.

"End users used to just hope they'd get a response back," admitted Henninger. "But since we've implemented IssueTrak they're getting constant communication about their request. Any time we make a note in their issue, they get a notice."

"IssueTrak provides total visibility."

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