

Success WITH CA

Unicenter®

Client Info AT A GLANCE

Company Name:

Clark County Sanitation District

Industry:

Sanitation and Water

Geographic Location:

Clark County, NV

CA Solution:

Unicenter® ServicePlus Service Desk, Unicenter® Software Delivery and Unicenter® Remote Control

Biggest ROI:

Users get great support without a large IT department.



Computer Associates™

Clark County Sanitation District, Las Vegas, Nevada Stays Ahead With Unicenter® ServicePlus Service Desk

Clark County Sanitation District services the southern Nevada region that includes the unincorporated portions of the Las Vegas Valley and the outlying communities of Overton, Blue Diamond, Searchlight and Laughlin. For over a decade, Clark County has been in the top three fastest growing counties in the United States. Its 1987 population of 610,620 has grown to 1.5 million today, with six to seven thousand newcomers arriving each month.

Clark County Sanitation District provides wastewater treatment services within the unincorporated area of Clark County and potable water for Laughlin. To keep up with the growth, it is spending \$280 million on plant construction projects over the next four years. Clark County Sanitation District's 18-person IT staff manages the District's technology. The IT organization is run like a typical commercial business. It manages its own budget and payroll and is held accountable for every aspect of costs and productivity.

User Population Outgrows IT Support Capabilities

In order to keep up with the booming population, Clark County Sanitation District needed to develop its technology to a point where they could dramatically raise productivity with fewer resources and people. To accomplish this, they invested in new enterprise systems and, as a byproduct, generated typical IT support issues.

Clark County Sanitation District's IT staff was having difficulty meeting the needs of the user population. Users would encounter difficulties with their systems and make direct calls to the IT technicians. For example, a \$35/hour tech might end up walking over to the user's desk (or traveling to a distant office) and discover that a printer was

turned off. The system was highly inefficient and there was no way for IT to troubleshoot difficulties from a centralized location.

New Productivity Allows IT Staff to Provide More Efficient Service

With Unicenter ServicePlus Service Desk (Unicenter ServicePlus SD) from Computer Associates International, Inc.

(CA), the District streamlined its technical troubleshooting processes; freed up IT personnel to focus on proactive projects and ultimately provided users with a higher level of service. "Centralizing our help desk with Unicenter ServicePlus SD has really reduced our IT techs' workload," said the District's IT supervisor, Kelly Cartron. "It increases productivity and the documentation aspects force technicians to be accountable for their performance." Users also have access to the system logs via a web page, so they can track the status of their help desk calls and keep an eye on response times. As the system builds a history of performance, Cartron develops specialized training to improve the average tech scores and can adjust his budget to match very specific trends. "Unicenter ServicePlus Service Desk has almost paid for itself in the first year," said Cartron. "You really gain in productivity if you add the numbers up."

Unicenter® Remote Control allows the District to remotely troubleshoot desktops and provide training from a centralized location. If a user has a problem with a program like Word or Excel, the help desk person can show them how to use it, train them more extensively or fix any other problem they may be having — all without having to leave the help desk. "As a result, we're seeing a jump in the users' learning curve and it's spreading throughout the district," said Cartron.



Clark County Sanitation District

The Clean Water Team

Success WITH CA

“
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”

Kelly Cartron
IT Supervisor
Clark County
Sanitation District

The Unicenter® Software Delivery helps the District automatically deliver new software and update existing software from the centralized help desk. The system also allows the District to formalize human resources processes for new employees. Initiated through the help desk, the software simply delivers complete customized software packages to individualized desktops depending upon the new user's profile. "It's a good system because most help desks don't tightly integrate with software delivery packages so they won't allow you to do that — most are manual," said Cartron.

With CA's Unicenter® Asset Management, the District can also pinpoint equipment failures and easily document them to their PC vendor. "I can go back and show them the fault and have them either correct it or send out new PCs. From a legal and accountability perspective, asset management protects us," said Cartron.

Over the past year, the calls into the help desk have decreased steadily due to these new efficiencies and the user training advances. "The beauty of the whole Unicenter® package is that it's dynamic," said Cartron. "It allows you to learn and then go back and change the system to get even more productivity out of it."

Pre-Sales Techs and CA ServicesSM Make it Easy

The District used CA Services for implementation, training and review. "CA Services was the best-of-the-best," said Cartron. "CA came in, set up the software and then we learned 'over-the-shoulder.'"

The knowledge transfer, review and supporting documentation made everything go smoothly.

"We have no complaints. Everything worked out and when we needed help from CA, we got it," said Cartron. "You don't get bounced around. The pre-sales techs really know what they are talking about."

"The Biggest Selling Feature"

"The biggest selling feature is that all the products integrate," continued Cartron. "When I upgrade I don't have to worry about customizations and APIs. We don't waste as much time, and we have much less heartache. I also really like that running Unicenter don't bog down your network. You're only uploading the agent to the servers when you want to upload it."

Future Plans Include Early Event Notification and Security Improvements

Clark County Sanitation District has been running tests on CA's U.S. patented Neugents® technology, and they see a lot of potential for extending the monitoring and management capabilities of Unicenter. "As a small organization with limited IT resources, prior notification of major events is a must," said Cartron. "The visual aspects of Neugents technology will really help our network management people." The District also plans on deploying eTrust™ Intrusion Detection soon.



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