

Success WITH CA

Unicenter®

Customer Info AT A GLANCE

Company Name:

Keynote Systems

Industry:

IT

Geographic Location:

North America

CA Solution Used:

Unicenter® ServicePlus
Service Desk

Biggest ROI:

Improved efficiency without
the need for additional staff

Keynote Systems Vastly Improves its Help Desk Process and Reporting Capabilities With Unicenter® ServicePlus Service Desk

Keynote Systems (Keynote) provides Internet performance management and testing services that improve the quality of businesses. Keynote's services help corporate enterprises benchmark, diagnose, test and manage their business systems both inside and outside the firewall. More than 2,400 corporate IT departments and 18,000 individual subscribers rely on Keynote's services to maximize revenues and minimize downtime costs.



Efficiency and Reporting Greatest Challenges

Creating great help desk efficiency was high on the priority list for Keynote. Prior to implementing Unicenter ServicePlus Service Desk (Unicenter ServicePlus SD) from Computer Associates International, Inc. (CA), service requests were handled by a loosely organized email system. Two different groups within the Internal Operations department received email requests and they were handled on an impromptu basis. In addition, there was no way to track activity for reporting purposes or to analyze performance.

"Creating weekly activity reports was difficult and time consuming," said Angela Lam, Keynote Internal Operations Project Manager. "We'd have to pull emails from two areas and re-enter them into a report function. We could not establish request priorities and end users could not track their status in the service queue."

Since Keynote's Internal Operations has limited end-user support resources available for its employees, it needed advanced notification features, queue tracking for both IT staff and end users, and the ability to assign service requests to groups rather than individuals. Moreover, the sub-departments needed to provide detailed workload reports to senior management, along with the resolution progress, in order to justify Internal Operations staff requirements and performance. With Unicenter

ServicePlus SD, Keynote manages its internal end users and infrastructure as well as the entire infrastructure that supports its customer applications.

CA's FlexSelect LicensingSM allowed Keynote to purchase Unicenter ServicePlus SD for a flexible, month-to-month schedule, so the company could map its software costs according to its needs, rather than paying for software and licensing fees up front.

FlexSelect Licensing Works

Licensing can be costly. Long-term agreements are demanded up front, making for expensive implementation of new technologies or improvements. In the past, it was difficult to map technology investments to business needs, so purchase, installation time and employee learning curves were counter-productive. The result was that companies were locked into long-term licensing agreements prior to seeing any real value.

With CA's FlexSelect Licensing, companies have the option to purchase software on a monthly basis—or on whatever terms work for them—which greatly reduces costs and delivers an immediate ROI. "We were very attracted to the FlexSelect Licensing option because no matter how many demos we do, no matter how many questions we ask, it's not the same as trying out the software itself," said Lam, "and we didn't have to purchase software we might not use."

FlexSelect Licensing also lets the company take control of the terms, duration and structure of the licensing agreement. Keynote was able to tailor the agreement terms according to its needs and can continue to make adjustments as needed as its business changes. "The pricing flexibility fits our needs," said Lam, "and being able to test the software was just another advantage of working with CA. The competitive products I've seen did not present these options."



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Success WITH CA

“
**We wanted a
reputable
company with
quality products
that understands
the importance of
delivering value.
That is CA.**

”
Angela Lam
Internal Operations
Project Manager
Keynote Systems

CA Solution Exceeds Expectations

Competitive applications were either too large or did not deliver the functionality that Keynote required. They wanted something “very simple, easy to manage and easy to implement.” The actual components of the Unicenter ServicePlus SD software—which do not contain a lot of proprietary software—played a large part in Keynote’s decision. “The database is SQL and the web server is IIS, so it’s easier to support,” said Lam. “That reduces the amount of effort and time required to maintain and manage the system. We wanted something that was simple to implement and without a lot of overhead, and we got it.”

After extensive product reviews and testing, Keynote determined that Unicenter ServicePlus SD was the perfect solution because it “exceeded expectations in terms of functionality, support and cost.”

With Unicenter ServicePlus SD, Keynote’s Internal Operations department now easily supports its head count requirements by providing management with detailed service desk reports. “Not only does it substantiate what we do,” said Lam, “but it qualifies employee performance records as well. We also know how many requests are coming in every day, what kind of different requests we’re getting and in which order the requests arrive.”

Keynote users can easily track the status of their service requests. “All the end users utilize the web interface to submit requests or create tickets,” explained Lam. “This is one of the reasons that CA was high on our list. All of this functionality is already built in. We didn’t have to go through a lot of customization or design work to get it up and running.”

The Unicenter ServicePlus Service Desk automatic notification and escalation features help Keynote’s Internal Operations staff to manage requests by group and escalation policies. “We like the fact that we don’t have to assign each of the requests to a particular individual,” said Lam. “We can assign it to a group. This way, people who have free time can pick up tickets instead of waiting for one person to get through items. It’s much more efficient this way.”

CA Understands Business Goals

Two of Keynote’s requirements for a help desk solution vendor were reliability and staying power. Lam says they partnered with CA because CA understands business requirements and, in so doing, provides flexible solutions that address real needs. In addition, CA is focused on reducing risk, and delivering ROI and solid value to the customer. “We wanted a reputable company with quality products that understands the importance of delivering value. That is CA.”



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