CENTRAL POWER PURCHASING AGENCY (CPPA-G)

How Ease of Navigation and Reporting can Improve
Service Delivery, Employee Experience, and
Optimize Costs!

200 employees   **10 departments**   **166 Services**

Figures achieved with InvGate Service Desk Solution

# of Services in Service Catalog	Avg. Tickets per month	# of Functions on Service Desk	Avg. Satisfaction Rating (1 - 5)
166	100	8	4.5

Challenges

- CPPA-G needed to find a multi-tenant solution for IT and non-IT departments and external entities with one unified solution.
- They wanted to have standardized processes to achieve service excellence and adopt the path to ISO 20000 certification.
- User adoption was a key challenge, as in the past this has been an issue with such solutions.
- They wanted to have more visibility into IT assets, systems, and contracts.

Objectives

- Improve service delivery by consolidating services on a single point of contact (SPOC) platform.
- Improve service support by publishing a service catalog and service levels.
- Optimize costs by a unified service support portal and asset configuration and lifecycle management.

Actions

- Implementation of InvGate Service Desk and Insight (CMDB) asset management by Rovingapps – a premier partner of InvGate.

Results

- Enhanced users' adoption and satisfaction.
- Enabled digital workplace for employees.
- Drove resource efficiencies and accelerated turnaround time.
- Streamlined asset management and infrastructure processes.
- Delivered cost-effective and unified platform.
- Ensured regulatory audit compliance.

> "Rovingapps has been an invaluable partner in revolutionizing our IT service management landscape. InvGate Service Desk and Asset Management solution have been instrumental in optimizing our operations. I am immensely pleased with the outcome of our collaboration with Rovingapps and would highly recommend their expertise to any enterprise seeking a cutting-edge Service Desk and Asset Management solution."
>
> Arshad Javed Minhas, CIO CPPA-G

Service Desk Case Study

Arshad Javed Minhas
Chief Information Officer
CPPA-G

What motivated you to look for a service desk solution?

We had a few problems we could document and track. We needed something that multiple departments would be able to easily understand so that we could use fewer products and, instead, present a "single pane of glass" to our user base.

For us the most important thing was that multi-department can all be on one system, with department specific access and visibility permissions. Since InvGate is permissions based, you can grant those permissions based on needs or based on access with the watchers and collaborators, so they're able to send those tickets across departments. That was something we couldn't do before. You had to rely on multiple email threads to do that. It was slow, and at times confusing for the people involved. It caused a lot of issues.

What have you been able to achieve since using InvGate Service Desk?

We have been able to essentially achieve support synergy. There is a single place to go, not many different email accounts, and we love the new portal experience. That is an absolute game changer. We are one full support department now, which is amazing, even though it's spanning different groups and teams. It's one place to go for

help. And from an end user perspective, that's just amazing.

One of the best feature improvements that we've had is the ability to report. Most of these teams that were working out of emails could find a laborious task to compile all data in excel sheets and couldn't get any standardized metrics before. As managers, we need tangible data to get a clear sense of how the department is working. So now I'm not responsible for looking for reports for people, they can do it for themselves. Empowering those managers to build those reports, it's significant.

How would you say the tool measures up to your initial expectations?

I think Service Desk overall has exceeded my expectations. It's almost like using an app -- sometimes you just click on it and you might have missed that there was a new feature release out there, and all of a sudden you're saying "oh, it can do that too? Oh, I can just drag and drop this?" As more you work on Service Desk, it gives you back something that increases your efficiency and effectiveness as an individual and more so as a team.

How has your experience been working with the Rovingapps team?

It's been great. They always work with us. They always listen, they're always seeking to understand the motivation behind our ask. They're always so quick to say, "let's get on a call or meeting and talk about this." They've been fantastic.

How was your experience with user adoption and satisfaction?

One of the reports you're able to build on Service Desk is to see the method through which someone initiates a ticket. We got people to go from 0% portal / 80% email to 85% portal 10% email. That took us about 6 months, but they really adopted it because once you build up that portal experience it's so seamless and such a

better experience over email, there's no reason why you wouldn't want to use it.

How is this solution helping you manage your IT asset management?

Asset and inventory management is the basis for any successful operations. One of our priorities was to build an ITIL-compliant configuration management database (CMDB) to centralize inventory and asset information. InvGate integrated solution for service desk and asset management helped us keep track of all IT assets and manage their lifecycle and helped us built ITIL complied CMDB – "single source of truth" for IT assets.

What would you say to other businesses facing the same challenges as you were?

Do your due diligence. Take your personal journey to find the service desk that you believe will be the right fit for you. We did look at a couple of free solutions. And free solutions are sort of like free apps. There's always some kind of in-app purchase or something you'll eventually hit your head upon, and with service desks it's very variable. It can be very low in cost or very high in cost. You really have to figure out the right fit for your organization, and I truly believe it's very individualized.

I am very pleased with InvGate and Rovingapps. From sales to support, they're responsive, proactive, with updates and suggestions, and I really appreciate the clear vision that they have for the product and solution.

They provide excellent consulting services for products and setup, and I found them very flexible when working with them to achieve a common goal.

More info? No problem!:
Info@rovingapps.com
www.rovingapps.com

Free consultation:
https://rovingapps.com/meeting

InvGate Contacts:
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Assets by Operating System

Linux (18%)
MacOS (6%)
Other (6%)
Windows (70%)

3	3	✓	2	11	1
WAITING FOR ME	ASSIGNED TO ME	APPROVALS	TASKS	UNASSIGNED	COLLABORATIONS