

Customer Story - MMSD

Digitized Workflows Connect Departments at Top US Water Utility



SysAid enabled MMSD to centralize, track, and manage departmental activities – driving better end-user experience.

About Milwaukee Metropolitan Sewerage District (MMSD)

Milwaukee Metropolitan Sewerage District (MMSD) is responsible for protecting public health and the drinking water supply to approximately one million people in the Greater Milwaukee Area.

In 1913, the City of Milwaukee recognized the adverse effect of polluted rivers and established the Sewerage Commission. Within less than 10 years, however, population expansion, property development, and industrial growth combined to increase the regional wastewater volume and the Metropolitan Sewerage District of the County of Milwaukee was created in 1921. Today, the well-regarded agency provides wastewater treatment, green infrastructure, and flood management services to five local counties.

Since 1994, MMSD has captured and cleaned 98.5% of the wastewater in the 411 square mile area under its jurisdiction. Because of its achievements, MMSD has received the prestigious US Water Prize, the international Global Water Leaders Group's "Leading Utility of the World" award.





Manual processes and isolated systems

MMSD lacked a unified IT management system for effectively tracking and managing key processes supporting the organization's activities. Instead, the different departments existed as disconnected entities that were relying heavily on manual and ad hoc processes.

Similarly, the IT department had an old system to capture incidents only, it did not have a centralized service management system for incidents, problems, changes and service requests. As a result, IT support and service management were lacking in several respects:

- It was not possible to see and track all ticket types.
- Patterns and trends in service requests could not be identified.
- There was no overview of the organization's digital assets.
- Customers could not review and update their own tickets.

In summary, lack of organizational transparency and the absence of a centralized information system undermined MMSD's overall business efficiency. These organizational challenges pushed MMSD to find a sustainable IT service management solution.

Scott Johanning,
Director of Technology

"SysAid allows us to centralize and optimize the use of our technology for multiple services."



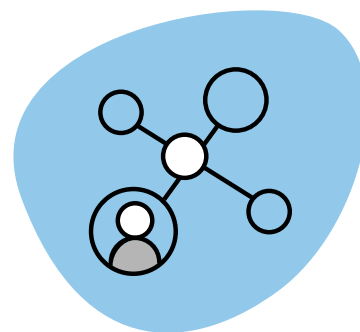
Gaining cross-departmental transparency

The MMSD ITS (Information Technology Services) management team decided to address the lack of information transparency by adopting ITIL best practices to align IT services to business needs. This was done by bringing SysAid onboard as a partner. It resulted in a digital evolution that eventually transformed MMSD into an integrated organization, effectively connecting different departments to a centralized service management system.

As part of the transformation, MMSD automated many processes and digitized workflows across:

- Incident management
- Service requests
- Change management
- Problem management

Furthermore, MMSD was able to improve visibility and control of IT assets through SysAid's fully built-in IT asset management capabilities. The centralization also made it possible to efficiently track and manage activities within, and across departments.



Scaling business efficiency with enterprise service management

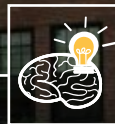
MMSD's next dramatic step of scaling business efficiency was to adopt an enterprise service management (ESM) strategy. This involved scaling IT service management principles and capabilities to other teams, in order to improve overall service and performance.

Five different departments use SysAid to manage service requests, while all sharing one centralized self-service portal: ITS & Records Management; Facilities; HR; Marketing; GIS Team and the Graphics department.

For the **Facilities department**, SysAid allows managers to keep track of building-related issues or requests by type and location (e.g., Basement, Grounds, Electrical, Cleaning, HVAC, etc.), ensuring more efficient service.

The **Graphics department** also uses SysAid's service request management features for organizing special printing and design projects. From photography to design and layout to revisions, and more, the Graphics department knows what is on the agenda and at what stages of completion at all times.

For more streamlined workflows, the **HR department** leverages SysAid's request management features to onboard and offboard employees. The system allows HR to include and track in a single workflow all the teams needed for these processes, as well as giving HR a tool to make sure each step along the way is completed in a timely fashion. The tracking and history functions help meet audit and regulatory requirements.



Improved staff accountability through digitalization

Leveraging SysAid within MMSD's overall business strategy created several valuable synergistic effects:

- Centralization and utilization of technology for multiple services
- Reduction in the number of manual processes
- Transparency through logging capabilities

As a result of this holistic approach, MMSD exponentially improved its overall business efficiency and tracking for ticketing, self-service, workflows, and knowledge management.

With SysAid, MMSD now produces comprehensive incident reports on a monthly basis and detects request trends. The organization is therefore much better equipped to measure staff member performance, optimize the use of resources, and manage assets within the organization.

The transformation from manual to digital workflows saved time and streamlined workflows, such as onboarding and offboarding of staff members. However, more important than the time savings – according to Scott Johanning, Director of Technology – digitalization enabled improved staff accountability and tracking.

It gave management insight and access to real-time information on IT staff member performance.



Plans to roll out more SysAid features

Based on the positive responses to SysAid throughout the organization, MMSD is planning to implement additional SysAid features. The IT team is specifically looking deeper into using SysAid's configuration management database (CMDB) and refining the organization's asset management. The goal is to eventually have all software and license management carried out in one central system.

MMSD is also planning to further configure SysAid reporting and analytics to suit changing organizational needs in serving the population of the Milwaukee region, as well as responding to increasing service availability demands.



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