Enabling people to do their best work with SysAid

RELAY
RESOURCES®

Ticket resolution at Relay Resources went from nearly three weeks to a matter of hours.

About Relay Resources

Located in Portland, Oregon, Relay Resources offers training and employment opportunities to people with mental, physical, and developmental disabilities, or other obstacles such as language barriers or criminal backgrounds. The non-profit organization cultivates meaningful work for people with the ability and desire to succeed in the workforce, but who may have struggled finding a place to fit in. The range of options include jobs in areas such as landscaping, janitorial services, supply chain solutions, and more.

Relay Resources employs 800 people, the majority with disabilities, who speak about 27 different primary languages.

IT response: from manual to automated

IT service management (ITSM) at Relay Resources was "behind the times" prior to their move to SysAid, according to CEO Alysa Rose. Troubleshooting and service requests were handled ad hoc through email and phone calls, with no way to track requests and fixes beyond paper, paper clips, and copier machines.

As a result, onboarding and offboarding of the organization's most critical resources – its employees – was chaotic. Employees were not getting the assets or credentials they needed in a timely manner, which delayed their start of work. Even after assets were distributed as needed, there was no real inventory control. The IT team had no consistent record of who had what assets and where. Remote workers came up with their own workarounds. The result was a disorganized and untracked patchwork of solutions. Aside from uneven service, data and devices were very insecure.
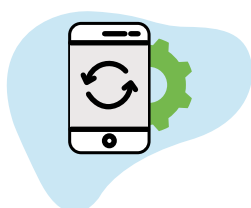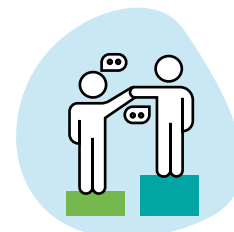
Relay Resources faced other layers of challenges as a result of the nature of its business. Most employees are offsite, some even out of state, adding major complexity to keeping track of their work and the devices they use. In addition, many of the employees providing janitorial services work in areas of government buildings that are without WiFi coverage, making tracking their activity even more difficult. Relay's diverse workforce also presents periodic language barriers between employees and IT personnel.

Tiffini Mueller,
*Vice President, Marketing & Communications*

"SysAid helped us set our people up for success."

Optimized roll-out for employees with disabilities

Relay Resources wanted to ensure that its employees were acquiring the skills and getting the tools they required to become valuable members of the workforce, which included making it possible for them to get help with IT issues. Drawing on decades of experience working with diverse capabilities, Relay's leadership knew they needed a highly flexible solution to improve service management processes. With this in mind, SysAid was found to be the optimal choice.

Some employees are less comfortable with new technology than others, which had to be taken into account when rolling out the solution. Hence, the **self-service portal was put to use right away.** With real-time indications of portal use, as well as feedback from the field, the IT team was able to adapt the pace of implementation and configuration of the portal accordingly.
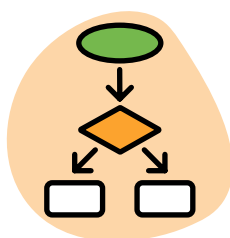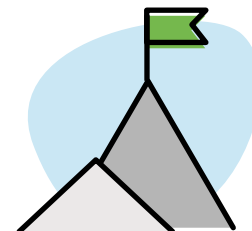
Automated time- and hierarchy-based escalations of tickets, with rules configured for the organization's specific needs, is now an integral part of the IT department's workflow. Similarly, the IT team has automatically tracked real-time information on the location and use of the company's computing and mobile phone assets.

With the optimization and tracking of all its processes, the IT department is also now able to provide reports to other business departments. In this way, the IT team is contributing to project management and cross-departmental collaboration.

Time savings and better communication

25% of the tickets handled by the IT department at Relay Resources come directly through the SysAid self-service portal. All of these tickets are automatically categorized, routed, and tracked, ensuring every issue is addressed in the most efficient way for each employee involved.

Using SysAid's asset management, the IT Team knows where all company assets are and who has them via a centralized dashboard.

Employee onboarding and offboarding has seen a major improvement, as has employee satisfaction and speed of service. In fact, mean time to resolution (MTTR) went from 20 days to just a few hours shortly after SysAid went live.

The biggest benefit for the Relay Resources employees, however, is the channel SysAid creates for communication between them and IT support.

Mean time to resolution (MTTR)

20
20 Days
15
10
5
Few Hours
0
Days
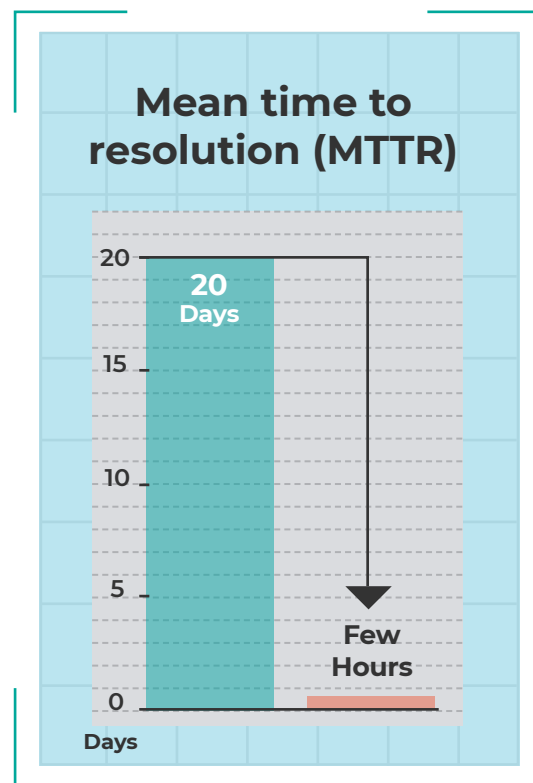
Hallo!

Frustrations with technology in the field for non-English-speakers are also mitigated, thanks to a remote access capability allowing support technicians to see exactly what the issue is in real time.

Ciao

Salut!

As word spreads, more non-English-speakers are becoming increasingly confident in submitting a ticket, knowing they need not be intimidated by having to describe the issue they encountered, as the technicians can see for themselves.

Set to expand SysAid into more departments

Having seen the 'clean-up' SysAid facilitated in the IT department, Relay Resources is currently exploring how to expand the use of the solution to other departments in the company. This includes digitizing more workflows for remote employees, to enable them to be more productive.

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