



INDUSTRY: MANAGED SERVICE PROVIDER

OVERVIEW

Accelerating IT Managed Services for Clients of All Shapes and Sizes

This managed services provider leveraged SysAid to cost-effectively improve its service levels and end-user satisfaction.



“ **SysAid is not just for IT. It can be used across the organization to deliver great support and employee experience.** ”

– Alvaro Prieto, Sr. Managing Director, Founder & Technology Leader

ABOUT

Auxis is a leading managed service provider (MSP) and management consulting firm focused on helping organizations achieve peak performance in their back-office operations. The company focuses on three primary areas: finance and accounting, information technology, and customer service.

With corporate headquarters in Florida, United States, Auxis operates its main nearshore delivery center in Costa Rica. It has supporting hubs in Colombia, as well as in Mexico. The company has served hundreds of organizations over the years and built a unique, innovative delivery model based on customization, flexibility, and faster speed to benefit.



CHALLENGE

Seeking the right technology to help clients rethink IT

While Auxis relieves its clients of day-to-day pressures, allowing them to focus on more value-added activities, the company sees its role as helping them rethink IT. They come to understand it as a systematic service, rather than as a staff-centered project dependent on a few in-house personnel doing everything. In many cases, this entails managing a full digital transformation project, as well, assisting them in adapting to new technology, moving into the cloud, introducing standardization, and the like.

As Auxis has to serve multiple clients with various service levels and different in-house procedures, **scale and multitenancy** are very important to its approach to service management.

Moreover, the company sought a solution that would ensure its IT operations are: easy to understand (including providing clients' guidance and suggestions regularly); measurable and repetitive (including analytics of trends and operations performance); accountable (with clarity for the customer regarding the services Auxis is delivering).

Thus, choosing and using the right technology was key to achieving Auxis' goals.

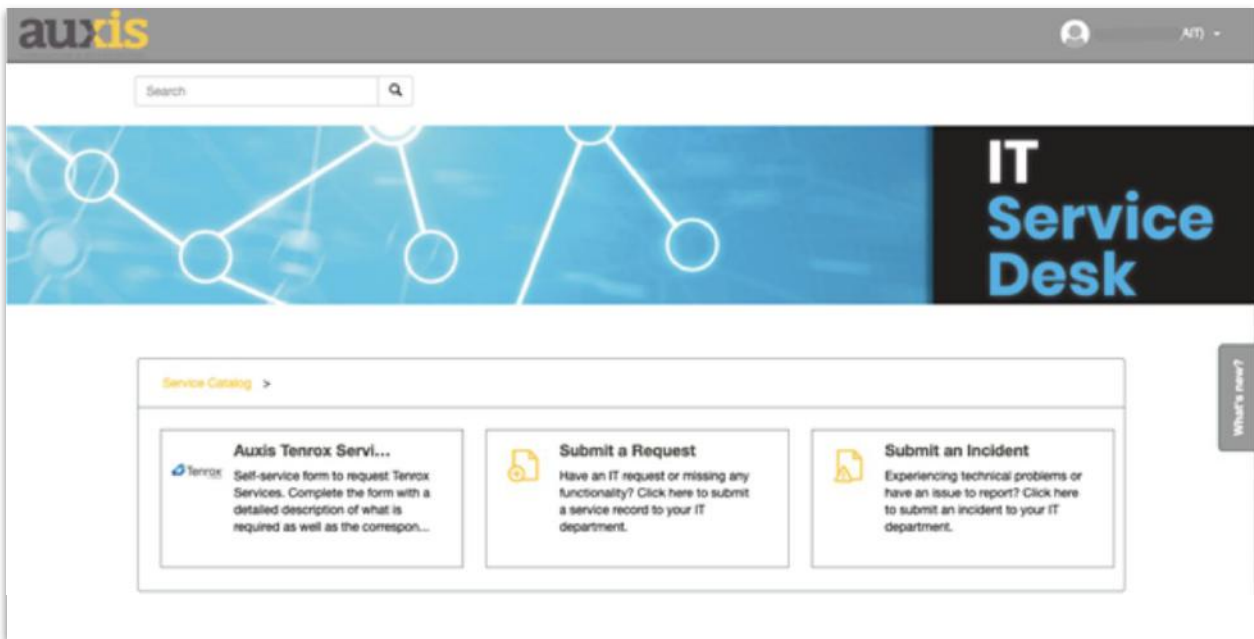
SOLUTION

Clear insight and comprehensive services

Determining that its previous platform, CA Service Management by Broadcom, was insufficient to meet the needs of its clients, Auxis began evaluating multiple alternative technologies. SysAid met the company's requirements in several ways:

- Alignment with ITIL best practices
- Out-of-the-box service management solution, including an array of features for management of incidents, requests, configuration, assets, knowledge, and change
- Advanced automation capabilities
- Reporting & analytics capabilities
- Multi-tenancy support, to ensure separate environments for their clients

SysAid is able to help Auxis meet its own high service level standards and maintain a structured approach to prioritization. The solution is now being used in many ways across the spectrum of Auxis clients.



Auxis Self-Service Catalog

Help yourself!

Auxis is leveraging SysAid’s self-service portal to provide its clients with a quick and easy method to submit incidents and requests, track their tickets, and access a knowledge base of self-help guides for common tasks or simple troubleshooting.

To make it even more convenient for clients, **Auxis took their self-service portal to the next level by building a service catalog**, which breaks out all the services Auxis offers their clients and provides a much more customized offering.

While tickets can be created by email, phone, and through the self-service portal, Auxis is planning to encourage the use of the self-service portal alone. This may include changing the fee structure to reflect a preference for self-service portal users.

Reporting and analytics

It is critically important for Auxis to be able to show their clients accurate and clear performance data for the IT services they are receiving. Fortunately, with SysAid reporting and analytics, the company has been able to provide their clients with real-time analysis to identify trends and performance improvements.

The data is collected directly from SysAid and then customized as needed in Microsoft Power BI for presentation to each customer.

In addition, SysAid analytics and post-resolution surveys allow Auxis to gain insight into customer experience, and to identify and address the root causes of any challenges. The detailed feedback on how the company is meeting client needs is then reported at monthly meetings for service level reviews.



Example of an outsourced service desk dashboard presenting performance data at a glance

Beyond IT: Streamlining HR

Alvaro Prieto, Sr. Managing Director, Founder and Technology Leader at Auxis, noted that some Auxis clients have taken SysAid beyond IT.

As he put it, **“SysAid is not just for IT. It can be used across the organization, to deliver great support and employee experience.”**

Any department providing services within an organization can make use of SysAid, Alvaro noted, from finance and HR to supply chain, procurement, and more. The system can be configured to handle any type of employee request, approvals, and workflows across multiple teams.

For example, one of Auxis’ most well-known clients is using SysAid to handle requests and processes in the HR department. Auxis is providing the service, consolidating a multi-task series of HR processes into a single workflow.

Before implementing SysAid, this HR department used a homegrown solution and 15 personnel to manage 8,000 employees. The heavily manual processes were inefficient and getting worse, as the workforce grew and became more complex. The company was already familiar with SysAid through the IT services that Auxis was providing, so they turned to Auxis and explored the option to use the platform for HR as well.

Within a week, SysAid was deployed in the HR department. They now have a much better way of managing their employee request queue, automatically prioritizing and routing requests to the right HR contact. The SysAid deployment has also revealed new opportunities for automation in HR processes, with Auxis consulting their client on how the self-service portal might be used for frequent HR requests, like onboarding new employees and vacation requests.



Internal performance and cost tracking

Business Unit	Tickets Created	Tickets Resolved	Status Open	Status Waiting	Status Breaching	Status Closed	Tickets Met SLA	Tickets Not Met SLA	SLA Adherence
H02020	70	60		1		69	60	9	85.7%
H03020	56	48				56	51	5	91.0%
H04020	81	53		1		60	50	10	85.3%
H05020	35	34				35	27	8	77.1%
H06020	31	28				31	31	0	100.0%
H07020	17	15				17	17	0	100.0%
H08020	28	33		1		28	27	1	96.4%
H09020	50	57		1		48	41	7	85.4%
H10020	88	74		1		87	83	4	94.3%
H11020	66	64				66	52	14	78.8%
H12020	40	35				40	38	2	95.0%
H13020	43	43				43	43	0	100.0%
H14020	23	20				23	23	0	100.0%
H15020	58	64				58	54	4	93.1%
H16020	74	98		1		73	66	7	90.4%

Example of an outsourced service desk report to help manage service levels

Auxis is also leveraging SysAid for improving its own services. For example, Auxis implemented SysAid to manage requests and track its service levels, such as response and resolution times, in its financial and accounting business process outsourcing (BPO) practice. Alvaro says that it has worked extremely well in helping the BPO division at Auxis significantly improve its services and become a company success story.

In addition, Auxis is using SysAid to determine and track its costs in supporting customer assets, its response and resolution times, and the efficiency of its billing processes.

Transformative leap in corporate maturity

As Alvaro noted, “SysAid has become key to our ability to provide quality services to our customers.” For Auxis, the greatest benefit of using SysAid has been the ability to rapidly implement it for their clients. As the system is simple to use and very powerful, **adoption has been fast and its impact is unmistakable.**

SysAid is a cost-effective solution for Auxis, as well. The company is not wasting money on functionality it doesn’t need, nor does it have to purchase a patchwork of applications to provide its clients with wide-ranging services.

Alvaro added, “Frequent and rapid updates, as well as the responsiveness and collaboration of their implementation and support teams, are part of what makes SysAid such a valuable long-term investment.”

By easily customizing SysAid for each and every client, Auxis ensures immediate adoption and quick return on investment, providing high client satisfaction.



FUTURE PLANS

Looking forward to even more

Auxis is planning to increase its use of automation, both for client services and for internal operations. The company is actively identifying use cases for automation with SysAid, in which operating costs can be reduced and customer experience can get a big boost. The goal is “zero-touch tickets,” with triage using Automate Joe and Auxis Robotics Process Automation technologies to provide instant resolution, as needed, offering clients better service and increasing Auxis’ competitiveness.



Toll Free US: 1-800-686-7047 / US: (617) 231-0124

info@sysaid.com

For more information, visit [SysAid.com](https://www.sysaid.com)