



The Jewish Board

INDUSTRY: NON-PROFIT



OVERVIEW

One of the Largest Charities in the US Slashes Response Times, Cuts Costs, and Optimizes Training

A leading American nonprofit adopted SysAid to improve automation, consistency, accuracy, and analysis in all its internal service departments.



“
We recouped our entire investment, and more, in the very first year.
”

– Uday Madasu, CIO

ABOUT

The Jewish Board of Family and Children’s Services (“the Jewish Board”), created through the successive mergers of New York-area Jewish charitable organizations starting in 1845, is one of the United States’ largest nonprofit mental health and social service agencies. Its services are nonsectarian.

The Jewish Board has over 3,300 employees and 2,200 volunteers serving over 43,000 New Yorkers annually in more than 17 physical locations. It operates community-based programs, residential facilities, and day-treatment centers in each of the five boroughs and Westchester County.



SOLUTION

From managing tickets to actionable insights



The Jewish Board's IT department adopted SysAid as its service management solution, replacing and far exceeding the capabilities of its homegrown tool. Initially, SysAid was implemented for handling incidents, requests, and changes.

CHALLENGE

Outgrowing the homegrown solution

The Jewish Board has an IT department supporting its wide-ranging organizational needs. In order to manage its support services, the IT team was dependent on a homegrown solution built using tools from Microsoft Office. While it initially served the organization's needs for a basic database, the homegrown solution was limited in its capabilities.

Similarly, the Jewish Board's other departments were using simple word processing or spreadsheet programs to manage their services. The Facilities department, for example, was constantly chasing down or organizing documents, which included paper hard copies, emails, and even faxes. Requests were often misplaced, misdirected, misunderstood, or abandoned by the end user due to the effort required to file a request.

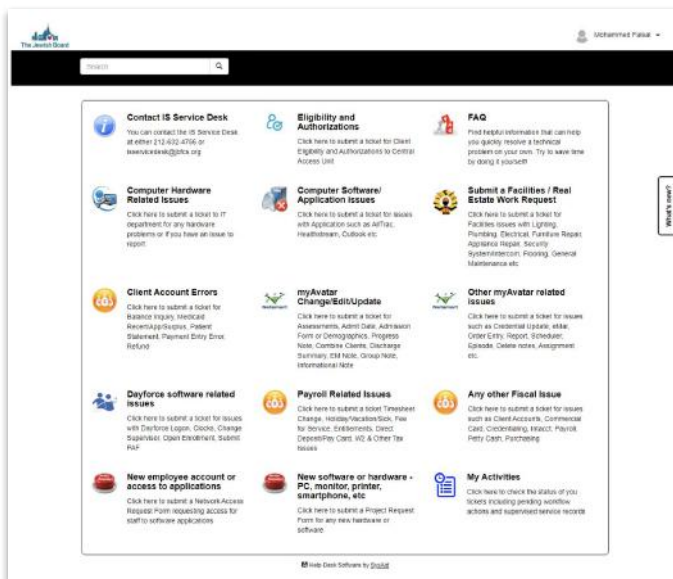
IT and other services were very manual, severely limited, and prone to human error. Yet, at the same time, the organization's needs were growing. It quickly became clear that a long-term solution was needed.

Enterprise service management

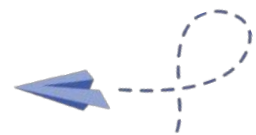
Soon, personnel from other departments, who were exposed to the system and the easy-to-use interface, wanted to use SysAid for their own purposes. These included management of requests for employee support and for building common cross-department workflows.

Self-Service Portal

End users across the organization can independently open a ticket through SysAid's Self-Service Portal, a centralized and comprehensive solution for managing services and support. They select from among different categories of requests and incidents, provide information on what they need, and SysAid automatically routes the ticket to the appropriate department. Payroll-related issues go directly to the Payroll team, HR-related issues go to the HR team, and so on.



The Jewish Board's self-service portal and extensive service catalog



Knowledge management

To further streamline support services, the self-service portal includes an up-to-date Knowledge Base, helping end users to self-resolve their issues. When a user submits a request via SysAid, they are also prompted to:

- See if anybody else in the agency submitted a similar ticket and what their outcome was, including an indication if the issue can be resolved independently.
- Use a practical guide, prepared by the IT team, helping them through common set-up or troubleshooting processes, that they can complete on their own.



Change management

In addition to responding to end-user requests for support, the IT department at the Jewish Board is using SysAid for change management. Any technology change or new purchase for network, servers, applications, or desktop are managed in SysAid. The solution's cross-departmental workflows include everything from the initial change request, using customized templates, through budgetary approval, IT review and procurement, as well as set up, installation, and configuration.

Asset management

SysAid is also being used for asset management at the Jewish Board, allowing the IT department to keep track of all its PCs, laptops, and other equipment. When a user submits a request for support in connection with a particular asset, the IT team knows immediately who the user is and where the asset is located. This is critical for the IT department in providing effective support, as a Jewish Board employee may work at multiple locations.

The revolution that revitalized end-user experience

The SysAid Self-Service Portal has revolutionized support services at the Jewish Board, with automation, consistency and accuracy.

For end users, the process is much clearer, simpler, and more transparent. SysAid is intuitive and easy to use, without requiring a lot of training by the IT team. Users find it convenient to access all support services from a single interface, as well as to know the status of their request at any time.

SysAid provides an accurate record of who worked on a given issue, and how long it took them to respond and to resolve it. This gives the responsible department a clear overall picture of governance – insight which can be used to improve the level of service and to support departmental staff.

Automated, consistent, and accurate data from SysAid has made it possible to derive deeper, actionable insights and create visual dashboards of issue trends and service bottlenecks. For the IT team, this has meant understanding where and why technology issues have clustered, so that they can be effectively and precisely addressed. In addition to hardware and software issues, this includes using the rich incident data to proactively improve end-user training on new applications. Patterns in tickets from a particular user or group of users indicate where training should be targeted or reinforced, while a reduction in the number of requests for support after training is a strong sign of success. The Facilities management team, meanwhile, is using the SysAid data to quickly identify if problems are arising with a particular piece of equipment or at a specific location.

RESULTS

With all service management at the Jewish Board integrated into one system and streamlined, response times are faster and services are more efficient.



- **85 percent of end user incidents are resolved in a single interaction, significantly improving the IT department's first contact resolution (FCR) metric.** This is especially due to the automatic routing of tickets, both in terms of getting the ticket to the right department and to the right level within a priority hierarchy.
- The average response time to a ticket is between 10 and 15 minutes, no matter the incident priority level.
- Ongoing improvements in end-user training on applications is a preemptive measure that helps quickly reduce the need for IT support and improves the overall user experience.

In addition, the Jewish Board has benefited from SysAid's scalability. When the organization initially deployed SysAid, it had about 2,000 end users. Within a few years, a merger added another 1,000 employees.

Yet, as the agency's CIO Uday Madasu said, **"We didn't miss a beat."**

The Jewish Board saw a return on its investment in SysAid within the first year. Uday summarized the organization's experience:

"If I look at what our support departments can now do for the rest of our agency – from a process efficiency, user experience, and satisfaction standpoint – then there is no comparable alternative. At our agency, people love SysAid."



FUTURE PLANS

Set to welcome Automate Joe

The next step for the Jewish Board is to automate more of its IT and other support workflows. To this end, the agency is exploring the use of SysAid's built-in service orchestration engine, Automate Joe, to automate and fulfill many repetitive and routine IT tasks.

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CASE STUDY



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