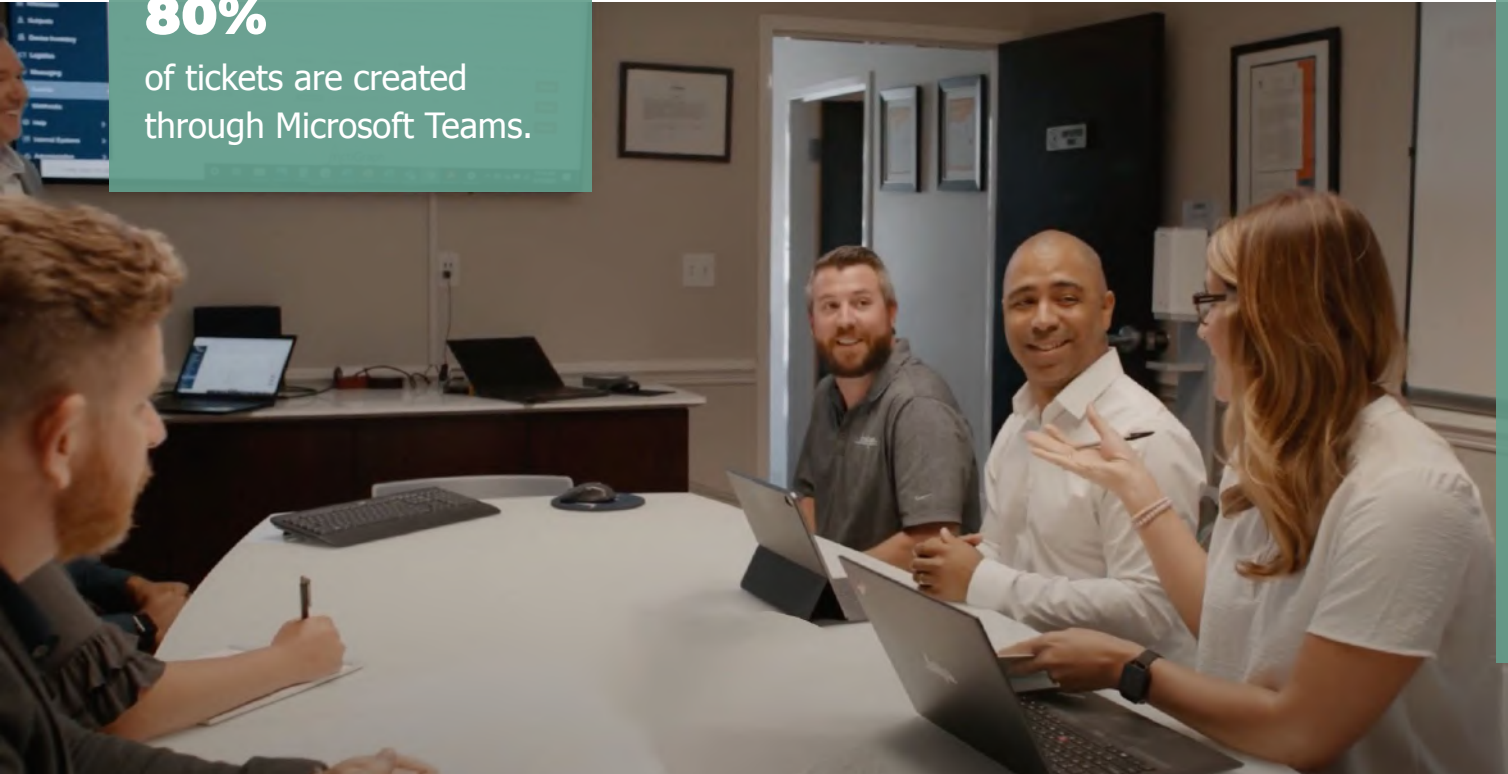


RESULTS:

80%

of tickets are created through Microsoft Teams.



THE CHALLENGE:

1. ActiGraph wanted to streamline the process of IT ticket handling, primarily by centralizing requests as much as possible.
2. Increase accessibility and transparency of their IT services, so more of their end-users could submit tickets, check its status, and get notifications when needed.
3. As a health-tech organization, ActiGraph needed an IT service solution that would meet regulatory data protection requirements.

THE SYSAID APPROACH:

1. SysAid's conversational bot turns IT service into personal service - end-users get the help they need whenever and wherever they are.
2. SysAid for Teams transformed ActiGraph's IT support operations, fostering a collaborative and efficient work environment.
3. Having all the necessary certifications, SysAid ensures data security and compliance.



"We place a high value on the simplicity of opening IT tickets directly from Teams. Our employees embrace this method, and it continues to be our primary source of user submitted tickets."

Michael Geiger, IT Lead at ActiGraph

The Benefit of Working in Teams

ActiGraph chose [SysAid for Teams](#) as their primary IT ticketing solution, effectively minimizing the inefficiencies and burdens of tickets created via email. By leveraging Microsoft Teams, ActiGraph saved time for both administrators and end-users, with 80% of tickets created through this collaboration tool.

About ActiGraph

Headquartered in Pensacola, Florida, ActiGraph provides end-to-end digital health technology solutions, integrating and operationalizing hardware, software and algorithms to generate reliable evidence and get the right treatments to the right patients, faster. ActiGraph's medical-grade wearable technology platform has been used to capture real-world, continuous digital measures of activity, sleep and mobility for nearly 250 industry-sponsored clinical trials and thousands of academic research studies.

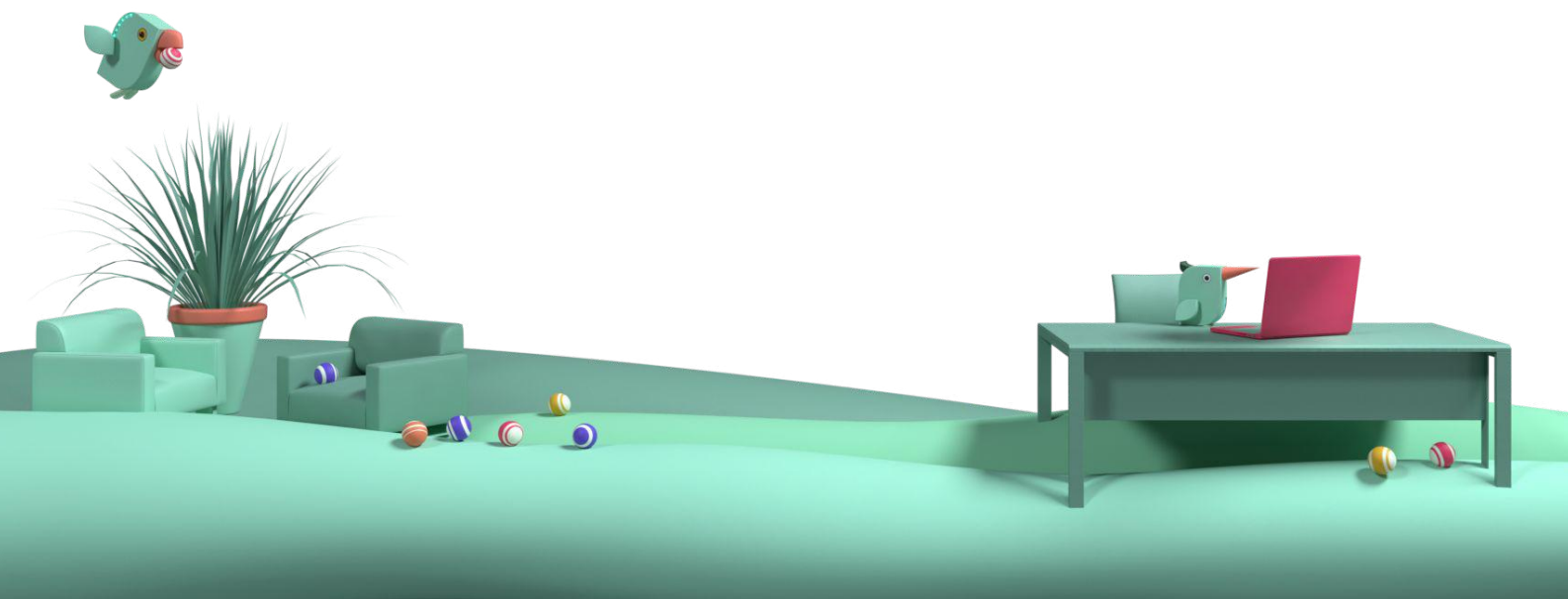
“SysAid's conversational bot, integrated into Microsoft Teams, offered a personalized IT service experience.”

The Innovation Culture

The decision to adopt SysAid for Teams aligned with ActiGraph's commitment to making impactful technology investments. The goal was to simplify and streamline IT support processes, ultimately optimising results.

SysAid's conversational bot, integrated into Microsoft Teams, offered a personalized IT service experience. Employees could easily submit, track, update, and approve tickets within the familiar Teams environment. As a result, employees receive instant assistance at their fingertips, admins are less distracted, and workflows are streamlined, leading to improved overall efficiency for the company.

With Microsoft Teams available through all the platforms, employees can get support wherever and whenever they need it.



Teams vs. emails and shoulder taps

SysAid for Teams also eliminated or minimized ineffective and frustrating ticket channels, such as emails and physical visits to IT desks. ActiGraph recognized that emails lack details, lack templates, and require additional manual work for triage.

By adopting SysAid for Teams, organisations like ActiGraph can overcome these challenges. Employees can easily create tickets within the Teams platform, providing all the necessary details and following a structured template. This approach saves time and ensures that the tickets contain the essential information needed for efficient resolution.

Teams also provides admins with the flexibility to customize ticket templates and incorporate specific fields, further streamlining the process and ensuring that all relevant information is captured from the very beginning.

Enhanced Communication and Autonomy

When the ticket was submitted, ActiGraph employees could check the ticket status at any time within Teams, eliminating the need for constant follow-up.

Admins also benefited from direct communication through the SysAid platform within Teams, eliminating the need to switch between systems. This convenience and efficiency led to 80% of tickets being created through Teams, showcasing the success of the solution.

“It turns out that simplicity is a feature itself.”

Michael Geiger

Lead of IT at ActiGraph

Accessibility Phenomenon

Michael Geiger, Lead of IT at ActiGraph, noticed an interesting phenomenon - that there was an overall increase in the number of tickets. They believe this is due to employee recognition that the level of service was significantly improved, and so they raised requests about issues that they previously tolerated, even if it had an impact on their performance.

Consequently, ActiGraph's IT services became more important and accessible in addressing underlying issues, leading to improved productivity and employee satisfaction.

Data Security and Compliance



Data security and compliance were crucial for ActiGraph, operating in the health-tech sector. The decision to deploy SysAid for Teams was influenced by SysAid's robust data security certifications, including ISO 27001, ISO 27018, ISO 27017, and GDPR compliance. This ensured ActiGraph's sensitive personal data, including healthcare information, was protected, and the organization remained fully prepared for regulatory audits.



The Results

ActiGraph's adoption of SysAid for Teams brought significant benefits to their IT support system and overall communication within the organization. Minimizing emails and leveraging Microsoft Teams streamlined ticket creation and management processes, saving time and effort for administrators and providing a structured approach for employees. The integration drove high user adoption rates and improved collaboration.

Notably, the increased ticket volume demonstrated the solution's effectiveness in encouraging employees to seek support, leading to proactive issue resolution.

ActiGraph's commitment to data security and compliance was reinforced by SysAid's certifications.

Overall, SysAid for Teams transformed ActiGraph's IT support operations, fostering a collaborative and efficient work environment.

