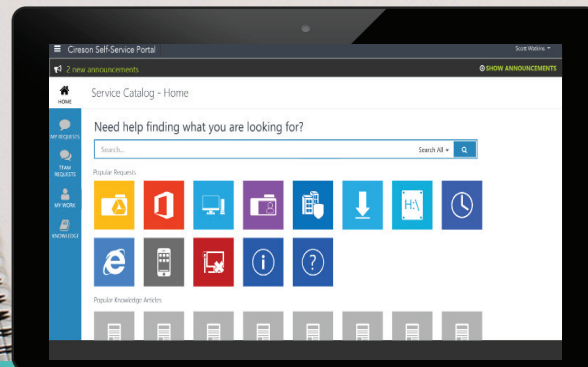


Copenhagen Business School Deploys the  
Business Management Solution for Unmatched  
Efficiency & Automation



Founded in 1917, Copenhagen Business School (CBS) is a public university in Denmark, catering to over 20,000 undergraduate, graduate, and PhD students. CBS offers courses in business, economics, languages and law. In 2009, CBS was ranked third among business schools in the world, by French rating agency Eduniversal. CBS' IT staff of 67 members supports about 2,000 employees and 1,800 devices (1,100 workstations and 700 tablets).

**DENMARK**  
COUNTRY

**EDUCATION**  
INDUSTRY

**BUSINESS MANAGEMENT SOLUTION**  
CIRESON SOLUTION

**2,000**  
SIZE

**CA UNICENTER DESKTOP**  
FORMER SOLUTION



**Intuitive Interface =  
Productive Users**

Cireson's solutions provided the university's IT users with effective, user-friendly tools to easily sort through, prioritize, resolve, and close incidents.



**Easy Access to the Powerful  
Back End**

Users are now able to take full advantage of Service Manager's connecting powers and automate backend processes, while gaining access to the information from multiple databases in one place.



**Integration of Heterogeneous  
Environments**

With the Cireson Portal, IT users can now check and act on daily work items from any platform or device in an environment that is 75% Windows based.

## PROBLEM

The primary goal of CBS's IT department is to provide timely technical support to the university's 2,000 employees and 20,000 students. To resolve issues quickly, the IT department needed to tap into various databases with the click of a button, as well as have a way to automatically prioritize all incoming user service requests.

The IT department relied on CA Unicenter Desktop and Server Manager as their former solution to support the employees. However, as the university's infrastructure became more complex, and the number of databases grew, the IT department started to struggle with the old workflow system.

When CBS deployed Microsoft's System Center, they simultaneously replaced the old desktop support product with the bundled System Center Service Manager offering. With the help of Service Manager, CBS was able to more effectively connect their back end, gaining access to data that was very difficult to incorporate into the workflow with the original service desk help application. Unfortunately, the front end of Service Manager presented challenges for the IT staff. The original interface of Service Manager was not very intuitive, which proved difficult for IT staff members to learn quickly.

To speed up the integration process, the IT department decided to deploy Cireson's **Business Management Solution**. Designed for incremental deployment, the solution offers a wide range of apps to help organizations easily create and manage custom IT workflow processes within Service Manager.

**"Cireson solutions provide what's lacking in System Manager. They complement Service Manager very well, making it a useful tool for our users."**

*Victoria Vorting*  
Head of IT Support

## SOLUTION

Today, CBS fully uses numerous Cireson solutions, and especially loves the **Cireson Portal**, **My Active Work Items**, and the **Outlook Console**.

Originally implemented over a year ago, the solutions enabled CBS's IT users to begin working with the solution and Service Manager from day one. When commenting on the usability of the **Business Management Solution**, Victoria Vorting, Head of IT Support at CBS, said, "It's one of the easiest systems I've ever worked with."

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**My Active Work Items** empowered CBS's IT workers to focus on what really matters - helping the academic and administrative staff of the university resolve all technical issues as promptly as possible. Without it, fulfilling service requests and prioritizing incoming incidents was a tedious task with multiple screens to access and resolve each and every incident. Once fully deployed, the workers experienced a noticeable increase in productivity. **My Active Work Items** also provided much-needed visibility into the daily workflow for each worker.

Increasing mobility and efficiency, the **Cireson Portal** now empowers CBS's IT users to get access to all their workflow items from any device - be they smartphones, tablets, or any browser on any computer. It liberates them from the confines of their workspaces, empowering them to solve any arising problems from wherever they are.

The **Outlook Console** also allows employees in the organization to easily process emails and turn them into incidents or requests, which is of great value for the employees. Now, the information is much more secure and there is no danger of it disappearing into individual mailboxes.