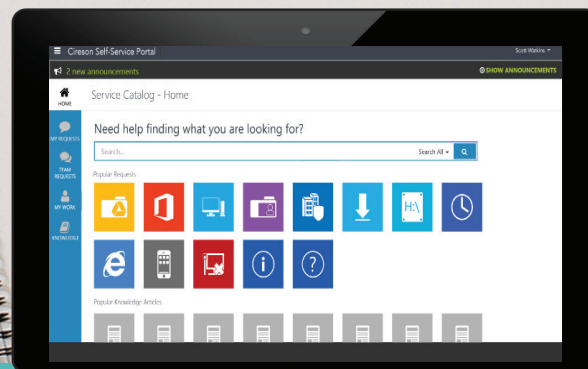


Westdale Experiences Time & Cost Savings with Cireson Business Management Solution



Founded in 1991, Westdale is a real estate investment and management company controlling over 200 commercial and residential properties throughout the United States. A diversified real estate investor and a savvy management partner, Westdale also offers construction and general corporate management services to its clients, helping them recognize and seize opportunities, as well as grow businesses in over 30 cities.

UNITED STATES
COUNTRY

FINANCE
INDUSTRY

BUSINESS MANAGEMENT SOLUTION
CIRESON SOLUTION

1,200
SIZE

HOMEGROWN
FORMER SOLUTION



No Custom Solution Required

Cireson solutions eliminated the need for Westdale to hire a developer to create an expensive custom solution. The solutions were easy and relatively quick to deploy, saving Westdale months of custom work custom product testing and implementation.



Productive Users from Day One

Since Cireson solutions don't require users to be formally trained and have intuitive interfaces and well-designed workflows, Westdale's users were ready to go to work the moment they were up and running.



Automated Workflow Eliminates Mistakes

Re-routing requests wasted valuable time of the IT staff. With Cireson, most processes are done automatically, which either completely eliminates, or significantly diminishes potential human errors.

PROBLEM

Upon deploying Microsoft System Center, it was a logical choice for the IT department to move from the old service desk product to the bundled System Center Service Manager solution. The migration was expected to save financial resources, and provide the IT staff with an advanced, fully integrated help desk product, since Westdale's environment is 100% Microsoft-based.

At the end of the pilot phase, Westdale's IT department had two options. The first one was to hire a developer to create a custom solution with an intuitive user interface to automate many tasks. However this would have been a very expensive and time consuming undertaking. The second option was to find a provider with existing apps designed to run on top of Service Manager, offering users a coherent, familiar environment where they could easily complete their daily tasks. Westdale's team decided to go with the second option. They chose Cireson to enhance, simplify and automate Service Manager processes and tasks.

"Cireson solutions made Service Manager a viable and excellent product for our company."

Jaymz Yates
Director of Technology

SOLUTION

Westdale decided to go with Cireson's **Business Management Solution**, offering a variety of solutions that can be deployed incrementally. The deployment process went smoothly and once deployed, the training required was minimal – according to Jaymz Yates, Director of Technology, "Our users just figured it out right away."

Soon after the first few solutions were implemented, the IT department noticed a significant increase in user productivity. With the help of many automated features, the users could finally on resolving and closing incidents, without wading through multiple screens to complete everyday tasks. With the help of My Active Work Items, all users can now instantly see all items (incidents, problems, and activities) assigned to them in a single screen, with the ability to drill down and see the details of each item without leaving the screen.

With the help of **Notify Analyst**, the previously time-consuming process of notifying analysts and their support groups about assigned work items through coding XML is now streamlined and automated.

Westdale also relies on **Risk Calculator** to enable managers to calculate the risk level of every change request. As a result, they can easily see how each request can affect their overall environment.

Some of the other solutions Westdale currently has deployed include: The **Cireson Portal**, **Group Assign**, and **Change Calendar**. They also utilize the Cireson **Asset Management Stream**.

As Jaymz Yates summed it up, "Cireson solutions made Service Manager a viable and excellent product for our company."

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Jaymz Yates