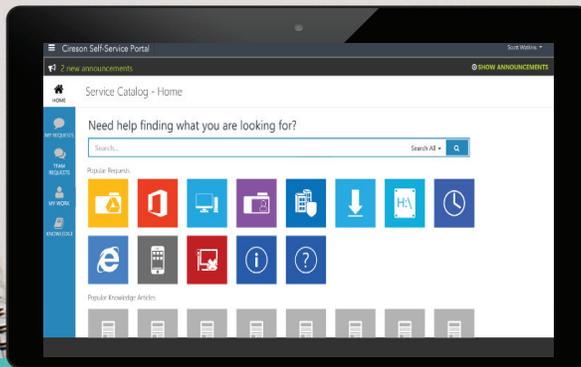# Cireson Solutions Help RTVSLO Create a Paperless IT System

Launched in 1928, RTVSLO is a national public broadcasting organization in Slovenia that offers radio and TV services. RTVSLO's IT department employs 28 IT professionals. They support close to 2,000 users in multiple locations and 1,700 devices. About 90% of RTVSLO's infrastructure is Windows-based.

EUROPE	PUBLIC TV & RADIO	SERVICE MANAGEMENT SOLUTION	28	BMC REMEDY
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

Increased Productivity with Localization Features

Thanks to Cireson's language packs, RTVSLO didn't have to waste time translating the interface features and documentation into Slovenian. The IT team deployed the localized product out of the box.

Comprehensive Reporting for Paperless IT System

Cireson's apps enabled RTVSLO to transition to an electronic document management system by automatically registering, organizing and managing all help desk requests, and documenting their resolutions.

Easy Deployment and Quick User Training

RTVSLO's IT team was able to deploy Cireson's apps using their own internal resources, and to easily train the employees on how to use the apps, saving the company time and money.

PROBLEM

RTVSLO needed to expand the number of help desk licenses available to its IT team. Due to budget restrictions, they were looking for a cost-effective way to solve the issue. Their solution at the time, BMC Remedy, required RTVSLO to pay for additional licenses to include the new members of the team.

"We wanted to upgrade the platform, but as a public company, we had financial concerns," said Bostjan Cernjak, Information Technology Department, System Development. "We learned that by using Microsoft's Enterprise Agreement, the additional licenses would be almost free."

Before the deployment of Service Manager, RTVSLO relied heavily on paper documents to manage internal requests. They wanted to eliminate paper trails and to convert the record keeping system to the electronic format, which required the new system to offer comprehensive reporting capabilities. "While Service Manager covered all our platform needs, the reporting wasn't good," said Bostjan Cernjak.

Another big issue was the language of the interface. Based in Slovenia, RTVSLO needed a solution that had a Slovenian interface, as well as documentation. "Localization is a big problem in Service Manager, everything had to be translated," said Bostjan Cernjak.

While the team at RTVSLO looked at a number of add-on solutions, they finally chose the apps from Cireson to customize and simplify their daily interactions with Service Manager.

> "Everything is now in one place. Because of the simplicity of the Portal, everything is easy to find and understand."
> *Bostjan Cernjak*
> *IT Department, System Development*

SOLUTION

The IT team at RTVSLO deployed Cireson's apps using their own resources. "The implementation was easy, we did the work ourselves," commented Bostjan Cernjak. "The project took us around 2 months, but we spent most of that time preparing the content. We didn't have many technical issues."

Once Cireson solutions were deployed, the IT team quickly noticed an increase in productivity of the workers. The apps helped the team centralize all their daily tasks, and simplify the way they resolved incidents and replied to user requests. "Everything is now in one place," said Bostjan Cernjak. "Because of the simplicity of the Portal, everything is easy to find and understand."

Another important benefit that contributed to the increased productivity was Cireson's language pack. It enabled the IT team to manage the system in their native Slovenian language from day one, instead of spending time and resources translating everything from English.

Cireson solutions also helped RTVSLO achieve another original goal – to create a paperless IT business. Before the apps and Service Manager were deployed, all user requests had to be submitted on paper. In addition, every analyst had to organize his or her own work, creating a complex and disconnected record keeping system. "Now everything is organized automatically, our users are very happy," said Bostjan Cernjak.

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