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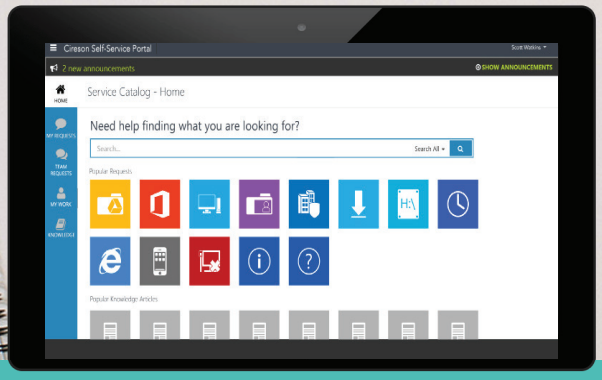
WOODFOREST® NATIONAL BANK

Cireson Apps Improve Usability of SCSM for Woodforest National Bank



Founded in 1980, Woodforest National Bank is a privately held bank headquartered in The Woodlands, Texas. It offers services ranging from checking and savings accounts, to loans and credit cards for individuals and businesses. The bank employs between 100 and 150 IT professionals. They support about 5,000 users in 760 locations, and manage over 10,000 devices. About 99% of the company's IT infrastructure is Windows-based.

UNITED STATES	FINANCE	SERVICE MANAGEMENT SOLUTION	5,000	FRONTRANGE ITSM
COUNTRY	INDUSTRY	CIRESON SOLUTION	SIZE	FORMER SOLUTION

Faster, More Responsive Portal

Cireson's Web-based portal has significantly improved the speed of SCSM, allowing the bank's IT workers to process tickets faster, delivering better service to the end users.

Look and Feel of System Center Service Manager

Cireson's apps are designed to be intuitive with a familiar look, significantly reducing the time needed to learn the new system.

Same Functionality Across All Platforms

The bank's support team is able access the portal from anywhere, from any operating system, ensuring that customers get support as quickly as possible.

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PROBLEM

For a number of years Woodforest National Bank used an older version of FrontRange ITSM to support their users. "It wasn't a great product," commented Evan Sandler, Server Administrator. "It didn't work with any new apps. We needed something with better usability and functionality." Since the bank already owned System Center, it made sense for them to deploy System Center Service Manager as their new help desk solution.

> **"We needed something with better usability and functionality."**
> *Evan Sandler*
> *Server Administrator*

The IT department went ahead with the deployment in 2013, using an outside consultant. The department process was tedious, and they weren't happy with the results. After a few months, they had to re-deploy the existing SCSM infrastructure to fit their needs.

Once the re-deployment process was finally complete, they discovered that Service Manager didn't quite work the way they initially anticipated. "For us, Service Manager lacked usability," said Evan Sandler. "It was really slow." They decided to look at add-on solutions, hoping to achieve the following: A faster, more responsive solution; The same functionality on any platform – work stations, iPhones, iPads, etc.; Mobile access for technicians; Automated system for faster ticket processing; Easy customizations features. The team eventually picked Cireson apps to improve the SCSM experience for their technicians and analysts.

SOLUTION

The apps from Cireson were deployed by the bank's IT department at the beginning of 2016.

"It was an easy set up," said Evan Sandler. "We deployed the basic functions, and added a few customizations. The transition was very easy. We published a few things for our workers to make them familiar with the apps." Analyst Portal and Auto Close are currently the IT team's favorite apps.

> **"It's a time saver that reduced the strain on our help desk."**
> *Evan Sandler*
> *Server Administrator*

"What we liked about the apps from the very beginning was that they all had the same look and feel as Service Manager," commented Evan Sandler. "So they were simple to use from the day we deployed them."

The improved speed and efficiency was another benefit noticed by the team after the deployment. "It's a time saver that reduced the strain on our help desk," commented Evan Sandler. "Our technicians can go through tickets quickly, and they are more efficient at taking calls."

Cireson's mobile access was another crucial feature for the bank's IT workers. The bank uses two teams of help desk workers to support around 5,000 users in 760 locations. About half of them provide remote software assistance, and the other half consists of field technicians dealing with hardware issues. "It was really important for our workers to be able to access the portal on their phones," said Evan Sandler. "It would be difficult to be efficient without having access to the portal on any platform, including the phone."

"Cireson pretty much improved everything that is flawed in Service Manager," concluded Evan Sandler. "So far we have no complaints."