



## Douglas County Libraries

» BMC Track-It! enables collection of seven libraries to integrate IT management capabilities in an increasingly complex environment

### BEFORE

- » Help desk product lacked integration and reporting capabilities
- » Software was difficult to use and could not easily scale with increased work orders
- » Solution lacked visibility into work orders
- » Inefficient and slow service delivery
- » Poor staff and end user satisfaction

### AFTER

- » Integrated IT management capabilities into a single pane of glass
- » Easy-to-use software enabled quick and efficient deployment across varying departments
- » Improved history of, visibility into and access to work orders
- » Automated and streamlined issue reporting, making IT staff more efficient
- » Faster service delivery and resolution
- » Automated IT management processes increased IT productivity as well as staff and end user satisfaction



GEOGRAPHY  
North America

INDUSTRY  
Government

SOLUTIONS  
BMC Track-It!

The Douglas County Libraries are a collection of seven libraries located in Douglas County, Colorado, halfway between the state's two largest cities: Denver and Colorado Springs. The libraries employ 315 staff members who serve thousands of patrons in the area.

As associate director for information technology for Douglas County Libraries, Monique Sendze supports the IT needs of the libraries, its staff and patrons as well as managing 400 PCs and ensuring seamless remote access for library patrons. Douglas County Libraries takes pride in offering its users the newest technology, including e-books, e-content, movies, music and more. These technology offerings, however, require an additional level of IT support, and increased the number of work orders. Sendze needed a solution—and fast—to help him manage both the technology and the increase in work orders.

### THE BMC DECISION

Sendze's answer to improving service delivery: Adopt BMC Track-It! to integrate IT management capabilities into a single pane of glass. BMC Track-It! Features a quick-to-deploy, simple interface and an integrated approach. The software pulls accurate contact information from the Active Directory, integrates it with a self-service portal, streamlines inventory and remote control capabilities and consolidates important information on user and machine history into one view for quick access.

Additional features of the software, including PC Audit, Remote Control and Survey, manage and streamline the increased number of work orders associated with the new technologies.

Sendze's department deployed BMC Track-It! across a range of departments including IT, Facilities and Safety, increasing efficiencies in all areas.

"Our experience deploying BMC Track-it! was seamless," said Sendze . "We consistently receive stellar support from BMC, and this, along with price point, ease of use and administration, as well as the software's unique features, make the solution stand apart from all competitive offerings.

"One of our favorite aspects of BMC Track-It! is that enables us to see the history on any user or machine right within the work order," Sendze continued. "That is simply awesome."

### **BUSINESS BENEFITS**

While Douglas County Libraries has yet to conduct a formal return on investment (ROI) study for BMC Track-It!, the improvements the company has seen are clear. The solution significantly improved service delivery by increasing IT's visibility into the history and status of work orders, as well as improving access to those work orders. BMC Track-It! has enabled the IT staff to quickly and efficiently provide a solution even as the department continues to adopt new technologies and services.

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MONIQUE SENDZE  
ASSOCIATE DIRECTOR OF INFORMATION TECHNOLOGY

Because BMC Track-It! allows any IT staff member to submit work orders and is incredibly easy to use, many more support issues actually get reported and documented, in turn improving service delivery. The software also allows the IT managers to interact directly with the user reporting the issue, in turn making the entire process more efficient and improving IT productivity.

Finally, BMC Track-It! has improved staff and patron satisfaction, as both types of end users can easily submit a request and have their problem resolved quickly and efficiently.

### **NEXT STEPS**

Going forward, Douglas County Libraries plans to explore new ways of improving service delivery using BMC Track-It!, including using the software to help it efficiently manage work orders as it adopts newer, more complex technologies.

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## **CUSTOMER'S FINAL WORDS**

"BMC Track-It! has simply been wonderful for both end users and support staff. All of the feedback we've received from the staff regarding ease of use has been overwhelmingly positive. The software is flexible and easy to use, allowing us to provide a much better level of service to our end users. At the end of the day, this is what matters the most." -- Monique Sendze, associate director of information technology for Douglas County Libraries

## ABOUT DOUGLAS COUNTY LIBRARIES

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