



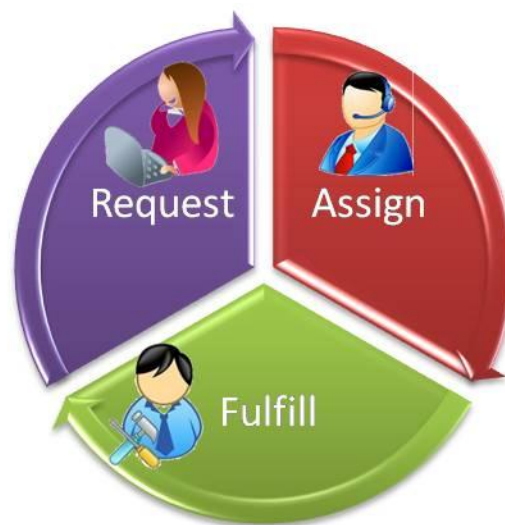
# Crow Canyon Systems

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## **Beyond the Help Desk: Employee Service Requests**

*Automate service requests across your organization*

## Contents

<b>Introduction</b>	<b>2</b>
<b>Problem - Fragmentation</b>	<b>3</b>
<b>Previous Options</b>	<b>3</b>
<b>A Pragmatic Solution with Quick Results</b>	<b>3</b>
<b>Rapid Installation and Deployment</b>	<b>4</b>
<b>Learn More</b>	



"HANG ON WHILE I FIND A PENCIL."

## Introduction

In today's challenging economic climate, organizations are challenged with getting the most productivity out of their employees while keeping employee satisfaction high.

Traditionally, only IT Support automates service requests. Or each department implements their own service desk requiring employees to learn multiple systems.

Internal services departments such as IT, Human Resources (HR), Facilities and Administration are often the first areas to be impacted during cutbacks and reductions, but are still expected to provide a high level of service your employee customers.

How can you work with less but provide better service levels?

One way is to automate the process in which employees request services and the way service department's track and fulfill the requests. This is called Service Request Management.

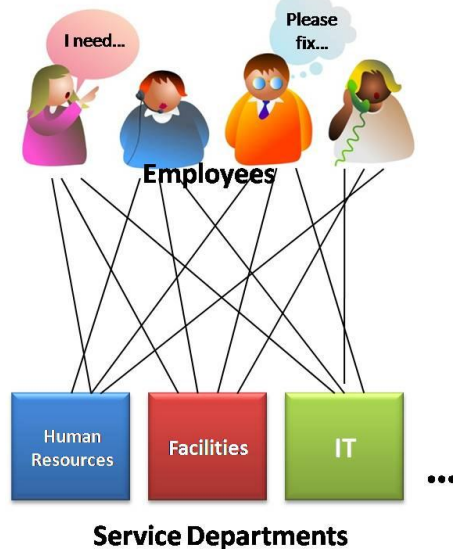
Employee Service Request Management focuses on automating common requests made across organizations. It gives employees a single point from which to request and track requests for service via a service ticket. This eliminates looking for forms and making phone calls or emails to track the status of such requests as vacation leave, supply orders, repairs, computer issues, scheduling rooms and many other administrative requests. It allows employees to focus more on their job and less on non-productive tasks.

For service departments, relevant tickets are automatically routed to responsible staff and tracked. Service department managers can report on the timeliness of request fulfillment and measure service levels.

This paper will provide an overview of a pragmatic and cost efficient approach to automate tracking of service requests which can be implemented in days, using your existing infrastructure.

## The Problem - Fragmentation

In many organizations employees who need to request internal services (HR, IT, facilities, or administration) have to deal with many forms, different fragmented processes and chasing down the status of the request via phone or email. This takes away from their primary focus – their job.



Service department staff, often resource thin, struggle to track and fulfill all the requests in an efficient timely manner. Even if this inefficient process costs an employee 15 minutes a week, multiplied over all of your employees it adds up to a lot of time, not to mention negative overall employee satisfaction impact.

## Previous Options

To date, many organizations have addressed the problem with internal portals which provide access to forms and policies, but no tracking through the fulfillment process. Individual service departments such as IT and HR have implemented their own online systems but that creates more complexity for the

employee, having to learn a new system for each service department, only to have the employees not use the systems.

Finally some organizations have taken a cross organization approach with mega projects to redesign entire business process models (known as BPM, ERM, BPA..), only to never implement or complete the project. Not only is this approach extremely expensive, but it actually can reduce employee moral with high expectations, long waiting time and wasted efforts.

## A Pragmatic Solution with Quick Results

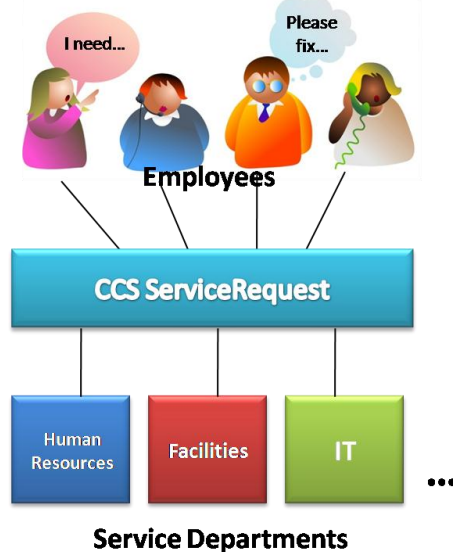
There is a pragmatic, simple way to implement a solution that is cost efficient, implemented in days and leverages your existing investment in processes, forms/documents and technology. At the heart of the request process are several things:

- Forms to gather information
- Policies to set the rules
- Processes to direct workflow
- Technology for communication

At the core of all of these things is your Microsoft Office / Outlook and/or SharePoint. Emails, documents, tasks and calendars are all integrated into these collaborative environments. Employees are using this system daily to send requests, so why not leverage this existing system to capture, track and fulfill these requests?

CCS Service Request does just that. It is built on Microsoft Outlook or SharePoint to allow employees to bring up a request ticket from within Outlook or SharePoint, select a service and the product dynamically presents the relevant form, policies and

documents. Contact fields are auto populated from Active Directory and once submitted it is routed via email to the responsible department where it shows up as a ticket and can be assigned for fulfillment.



CCS Service Request also takes care of all notifications throughout the service request process and can even provide a satisfaction survey to the employee upon completion of the task.

Service Departments can set up which requests require approvals, form links, and custom fields. Requests can be assigned to a single individual or split into multiple work orders for multi-task requirements such as new hires. Service Department staff can access a knowledgebase for instructions for fulfilling requests and optionally access operational data such as HR databases, IT network inventory information or asset databases for facilities maintenance.

Service Department Managers can use the reporting function to measure performance, identify overdue tasks and report on specific types of requests.

## Benefits

*Employees focus more on their jobs with higher overall satisfaction*

*Higher service staff productivity and accountability*

*Improved policy compliance*

*Get more return on your existing technology investment*

## Rapid Installation and Deployment

Because CCS Service Request requires no new hardware and software, it can be installed in minutes, setup and deployed to your entire organization in a day with the client-on demand option.

## Learn More

Find out what over 2000 organizations worldwide know, CCS Service Request can significantly improve productivity of employees across your entire organization. In this time of economic challenge, it is a pragmatic way to extend the capabilities of internal service departments who are trying to do more with less and deliver higher employee satisfaction.

To learn more go to [www.crowcanyon.com](http://www.crowcanyon.com) or [www.sharepoint-applications.biz](http://www.sharepoint-applications.biz) where you will find online demonstrations, testimonials, and a free 30 day trial! Email to [sales@crowcanyon.com](mailto:sales@crowcanyon.com).