



Easy to Use and Secure

bigWebApps helps convert old legacy systems into an efficient support process

The Customer

The American Civil Liberties Union (ACLU) is one of the nation's leading advocacy groups in defending individual rights and liberties protected under the Constitution. ACLU has many chapters located across the nation and has approximately three hundred employees who use a database system to access information on a daily basis. There are five technicians on ACLU's support staff who manage and track all the support requests generated by their users. The tech staff became inundated with requests and needed a better way to prioritize and service these issues.

Current Situation

Prior to investing in any type of help desk application to automate their service requests, the project team had thousands of open issues related to the database which required resolutions and follow ups. At times, some of these requests were being manually copied from a paper-based system into various spreadsheets according to how they related to the database. There were several people handling the entries of these requests which lead to a multitude of issues. Not all issues were getting logged, tickets were not being properly assigned or managed, tickets were lost, and the spreadsheet system provided absolutely no reporting capabilities.

The Challenge

The paper logging system quickly became very unwieldy to manage. It grew too large to handle and maintain by the ACLU support staff. Tickets were quickly becoming outdated and the spreadsheet system became exceedingly difficult to sort and prioritize.

“We needed a support tool that in many ways was ‘invisible’ for our users. We needed a system in which they could easily communicate their issue by either phone or email and then quickly receive a tracking number to follow up with their request”, said Toney Craney Affiliate Business Support Analyst for ACLU.

The IT Staff determined the solution needed to meet a few requirements:

- Track incoming customer requests
- Track internal issues related to testing the database and new functionality
- Monitor the timeliness of response and resolution to all customer issues
- Be an ‘invisible’ or ‘seamless’ solution for their end users to use. Super simple.
- Receive a tracking number by email on every ticket
- The solution must be secure, secure, secure

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The HelpDesk Solution

ACLU started a search to locate a supplier who could provide an easy to use, scalable help desk application. After considering several vendors the ACLU chose to go with bigWebApps’ support tool, HelpDesk. bigWebApps HelpDesk was chosen to be the best solution for them to manage their central database system and internal communication tool for subsequent releases.

“We needed a web-based system that could handle complex transactions but was simple to use and able to grow with increasing demands. We felt bigWebApps provided us with that solution”, commented Tony. “The application was a scalable solution that was flexible, simple in design, easy to use and easy to learn.”

In evaluating and selecting solutions, ACLU determined security as a major concern. bigWebApps HelpDesk, which is delivered using on an SSL certificate layer to establish a private communication channel, was determined to be a safe and secure option for the ACLU team.

Tony adds, “Security is vital because data in our organization is very sensitive and maintaining its security was super, super critical in our evaluation.”

Other aspects of working with bigWebApps which attracted the ACLU staff to the HelpDesk application included the fact bigWebApps provided a non-profit discount rate which included an all-inclusive price for the system, on-site implementation and training. “Having an easy to see pricing schedule and understanding what we were getting for what we were paying along with the outstanding customer support and responsiveness of the bigWebApps team made the selection easy”, remarked Tony.

The Result

ACLU looked to bigWebApps as industry experts to assist them in finding solutions to work with their support process.

“bigWebApps never came in and said ‘you have to do it this way.’ Instead they came to us with four options for implementing the system,” says Tony. “They helped guide the process but in the end we decided what would work best for us and they helped us make it happen.”

“From the selection of the tool all the way to implementation, bigWebApps has been a partner in supporting us to save time and plan our support better. They are there for support and always available to listen to new ideas and collaborate with us to find effective solutions.”

Since implementing bigWebApps HelpDesk solution, ACLU has realized benefits such as better organization within the support department, improved ticket response times, faster closure rates and a drop in the overall number of new tickets being created. In addition, more issues are being resolved sooner without having them escalated to a tier 2 support member. With better initial resolution rates ACLU was able to reduce their tier 2 team by one position and anticipate being able to reduce resources further as a result of the improved efficiency over the coming year.

The seamless interaction with an outsourced helpdesk solution made managing the database issues extremely easy. Customers now send in tickets to one location even though support may come from several different locations. With the tracking numbers being assigned, issues are easily addressed and closed ensuring nothing gets lost. The time savings alone has been substantial. ACLU noted that working with

bigWebApps exceeded their expectations.

“At first glance, I thought this was an just an application to help us with our specific database management. I wasn’t certain the bigWebApps HelpDesk would be able to support the magnitude, level of detail or complexity found in a couple of Fortune 500 systems that I have worked for in the past. I am happy to tell you that I was wrong, because I feel like it can”, Tony happily expressed.

The personnel responsible within the ACLU for making the decision to buy bigWebApps HelpDesk were pleasantly surprised with the efficiency of getting it setup. Once the purchase decision was made it only took a week to get the team on-site with a go live release of the new application. Tickets were being logged in less than a week’s time not months. Even with some email notification kinks to iron out, everything was running smooth in less than a month and a half.

“From the selection of the tool all the way to implementation, bigWebApps has been a partner in supporting us to save time and plan our support better. They are there for support and always available to listen to new ideas and collaborate with us to find effective solutions”, Tony concluded.

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