



Utah Valley University

Customer Success Story

Utah Valley University was looking for a new service management system to replace their old system that was being discontinued. The POB product from Wendia was selected because it provided the lowest total cost of ownership based on their requirements for a help desk management system and knowledge base, with project management being the key differentiator.



Deciding to go for a New System

The IT department provides a help desk for students and employees to help with technical issues. It was relying on an incident management system which was purchased more than a decade earlier which provided trouble tickets and a searchable knowledge base. This system was considered cumbersome to use, difficult to manage, and limited as to what it could do. In addition, UVU had been notified by the vendor that the product was being discontinued, and UVU would have to either upgrade to the vendor's much more expensive product or find another solution.

UVU felt that the vendor was not interested in maintaining UVU as a customer and so began a three-year long process to replace the system which included issuing an RFP. At the same time, UVU wanted to automate project and change management, so that requirement was added to the RFP. The POB product from Wendia was selected because it provided the lowest total cost of ownership that would meet their requirements for a help desk management system and knowledge base with project management being a key differentiator. UVU purchased the full suite of POB modules hoping that the additional modules would be useful in the future.

Pre-implementation Workshops to Meet UVU's Objectives

The implementation began with Wendia conducting a workshop with UVU to define how POB would be implemented. Wendia produced a Workshop Document which described how the Service Desk Management and Configuration & Asset Management modules would be implemented to meet UVU's objectives. Once UVU had approved the document, the implementation and configuration of the POB modules were accomplished by Wendia and tested by UVU. Key staff members at UVU were trained by Wendia to administer the POB system. After UVU was satisfied that it was configured as desired, it was placed into production.

According to Gerald Bunker, Systems Administrator and key member of the UVU POB team, "*The POB system has exceeded expectations. Wendia has also exceeded our expectations. We appreciate their responsiveness, both during implementation and since*". Gerald particularly liked the workshop: "*It was good for us to go through the process.*"

Moving on to the Next Modules

Once UVU had gained some experience with POB, they were anxious to move on to the next module, Project & Change Management.

▲ Founded in 1941, Utah Valley University, or UVU, is a publicly funded teaching university located in Orem, Utah. UVU is the largest university in the state of Utah based on student enrollment approaching 35,000 students. UVU offers approximately 80 bachelor degrees, 66 associate degrees, 21 certificate/diploma programs, and 5 master degrees.



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Another workshop was held to define the processes for Normal, Standard, and Emergency Change Workflows. Again, Wendia configured the POB PCM module as required. The system was tested and put into production.

At this point, the UVU team was realizing just how flexible and powerful the POB system was. As soon as PCM was in production, additional workshops were conducted and several workflows from the Facilities and Institutional Research and Information (IRI) departments were documented. These are also now in production.

Expanding the Use to More Departments

By this time, the UVU team was identifying more and more departments that had processes that could be managed by POB. A PCM Bootcamp was held to provide advanced configuration training so UVU could configure their own workflows. UVU staff began conducting the workshops, and projects for the Office of Information Technology, the One Stop Call Center, the IT Security department, Web Development Services, Facilities, and the College of Technology and Computing have been completed. Currently twenty-one additional processes have been developed and are being tested for a variety of departments from Academic Affairs to Theater Arts.

According to Gerald, *“POB is super powerful – much more than UVU is using. Once we got the workshop process down, it has had a huge impact on rolling out POB to other departments.”*

Several Desired Outcomes Identified

At the time of purchase, UVU had identified several desired outcomes that the new system would provide. One was the desire to replace several different systems then being used. According to JoAnn Innes, IT Service Desk Director, *“POB is so customizable it made it easy to replace systems people didn’t like.”*

Another was the integration of the help desk and project management. Oftentimes requests to the service desk become projects. With POB, an incident or a service request can become a project simply by changing the case type. The entire project workflow can then be planned and released automatically.

Another desire was to simplify and enhance the ease of use of the system. With POB, the user interface is a custom web form for each process. According to JoAnn, *“The web forms are fantastic.”*

Great Benefit from the User Conferences

A final bonus that UVU finds extremely beneficial are the annual users’ conferences. UVU sends several attendees each year to receive additional POB training and to hear about new features, future road maps, and what other users are doing to expand their POB utilization.

Breaking Down Barriers between Departments and Saving Money

Additional benefits have been identified as the POB implementation continues helping to break down barriers between departments and allowing all to work seamlessly together. The economies that accrue by having so many departmental needs met by a single product is another unanticipated benefit.

In summary, UVU’s goals have been met and exceeded by the POB system.

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Gerald Bunker
Systems Administrator at UVU

