

BUCHANAN CASE STUDY

HUMBER COLLEGE

ABOUT BUCHANAN

Established in 1988, Buchanan Technologies is an award-winning managed services provider offering innovative IT services and customized solutions to mid-tier and enterprise-level organizations across the United States, Canada and Europe. Buchanan offers flexible and customizable solutions to accommodate any IT need – whether it's help desk support, IT field services or managed IT solutions – and believes every interaction matters with each customer to provide a seamless user experience. To learn how Buchanan can simplify your IT solution, visit www.buchanan.com.

THE CHALLENGE

Humber College was looking for a solution for its Service Desk that supports almost 30,000 full-time students and approximately 5,000 staff and faculty. Humber wanted a solution with more staffing capabilities, a better system for servicing clients faster, and a way to improve abandon rates, which were running high at 40%.

Other needs included improvement of proper service coverage on evenings and weekends, improved metrics for leadership decision making, more automation and reuse of knowledge, and lower levels of burnout and employee engagement.

Ticket growth was up as much as 105% over last year and Humber was searching for an effective way to keep the quality of service at a high standard while simplifying processes, controlling costs, reducing call wait time and driving a higher first call resolution rate to the end users.



HUMBER COLLEGE FAST FACTS



LOCATION:
TORONTO, ONTARIO



INDUSTRY:
HIGHER EDUCATION



SERVICES:
24x7x365 SUPPORT DESK

THE SOLUTION

Buchanan had recently become a preferred vendor with OECM (Ontario Education Collaborative Marketplace), and with that status launched a solution that would provide what Humber needed.

Buchanan's OECM solution offered an economies of scale solution consisting of a 24/7 x 365 support desk with a tiered pricing model. Not only would Buchanan's team take on the call volume, but it would offer a lower per ticket cost as additional colleges and universities signed up.

the 365-day, round-the-clock support would provide the coverage needed. The tiered pricing would provide cost control savings. Buchanan allowed Humber the choice to use its existing ticketing tool or utilize Buchanan's BMC Remedy 9.1 ticketing tool, which had been recognized in the Gartner top quadrant, with no capital outlay.

THE SUCCESS

Humber leadership is seeing the rewards in multiple avenues. Financially, Humber is experiencing a 6% decrease in per ticket cost using 1st tier pricing. At the second and third tier, the savings will be 17% and 25% respectively.

Other improvements include:



\$500K IN ANNUAL SAVINGS



59% MORE CALLS ANSWERED



DECREASED AVERAGE SPEED-TO-ANSWER TIME BY 85%



DECREASED CALL ABANDONMENT RATE FROM 40% TO 5%



“Buchanan's flexibility to use their existing ticketing tool without any capital outlay, their proven processes and certifications, and their reporting functionality has made a huge impact both financially and on our ability to deliver excellent service to leadership and end users.”

– *Ryan Burton, Director of IT Planning & Client Services, Humber College Institute of Technology and Advanced Learning*