

# Higher Education Enterprise Service Management with Alemba Service Manager



Reach 265 Analysts. 3000 end users. ASM ITSM tool utilized across HR, IT, Facilities, Legal, Health and Safety and Finance departments

Business Education

Location New Zealand

Te Herenga Waka - Victoria University of Wellington uses IT Service Management tool, Alemba Service Manager (ASM), to streamline ITSM, enhance customer satisfaction, and achieve process efficiencies across multiple departments.

## In brief

ASM has been used by the Digital Solutions team within the University for many years to enhance service desk efficiency and user experience.

Recognizing its broader potential Digital Solutions expanded the scope of our existing service portal within ASM to create an enterprise customer service management portal. The new portal includes forms and smart workflows across several University departments, streamlining processes to digitally log and fulfil requests for service. It includes offerings such as purchasing or moving computer hardware or office furniture, requesting taxi cards or University credit cards, and reporting health and safety incidents or hazards.

The creation of an enterprise customer service management portal with ASM has been invaluable in simplifying administrative tasks, improving data accuracy, and boosting overall efficiency. This allows staff to focus more on important projects and assisting students.



## Benefits

- 50% of tickets logged for University staff in ASM are initiated via the Customer Portal, with forms capturing all of the required information at first contact.
- Increased customer satisfaction via an enhanced user experience with the enterprise self-service portal.
- Easy-to-use request forms that leverage the CMDB and query fields for users to search for stored information.
- Digitized approvals processed with the click of a button, saving time and paper.
- Automated emails throughout request lifecycle keeping customers up to date with request progress.
- Process efficiencies for support teams including a reduction in back-and-forth emails, and manual file processing.

## About Victoria University of Wellington

Victoria University of Wellington, established in 1897, is one of the most prestigious tertiary institutions in New Zealand, holding a QS Five Stars Plus rating. Serving 17,000 students and 2,200 staff, its IT department leverages Alemba Service Manager to streamline services.