



Key Benefits

- > Reduced support call resolution time by 87 percent
- > Maintain eight to nine times the number of users and PCs with the same staff
- > Increased customer satisfaction and the visibility and value of IT

Business Profile: Founded in 1946, Travel and Transport is now the sixth-largest travel management company in the United States. The employee-owned company has experience in multiple facets of the industry.

Geography: North America

BMC Software Solutions

- > Magic Service Desk Suite
- > Magic Desktop Automation Suite

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Tim Krueger
General Manager of Information Services
Travel and Transport

Travel and Transport Increases Efficiencies and Productivity with Magic Service Desk Suite

Corporate travelers throughout the United States depend on Travel and Transport for business travel management, loyalty solutions programs, meeting planning, incentive planning, and vacation planning. The company prides itself on its knowledgeable staff and is dedicated to providing its customers with outstanding customer service, leading-edge technology, and customized travel solutions. At Travel and Transport, better computer support for travel experts within the company means better travel services for customers.

The Need for a Comprehensive Service Desk Solution

Travel and Transport relies upon its reservation systems to meet the travel management needs of its customers. For years, the company used mainframe computers and terminal screens supplied by a third-party organization, and a dedicated line connected each site. In 2000, when those contracts neared expiration, the Travel and Transport Information Services Department determined that the IT systems needed to include more modern capabilities, such as file sharing, Internet browsing, and e-mail. “We had a problem because our hardware was just about obsolete,” says Tim Krueger, general manager of information services at Travel and Transport. “So we set out to replace the network and all of the workstations at the same time. We also changed from a token ring architecture to an Ethernet architecture deployed in a VPN, or virtual private network, to about 85 sites across the country.”

Prior to the system overhaul, the four-person help desk had few services to support and subsequently focused on approximately 100 company-owned PCs. Resolution of application-related calls averaged two hours, and the IT organization wanted a solution that would facilitate a much faster response time. The Information Services Department anticipated that when the new infrastructure was deployed, support requirements and the volume of calls would increase approximately 10 to 12 times beyond previous levels. In fact, it increased 20 times.

“We knew that we couldn’t just add an extreme amount of people to support as many as 800 PCs – 800 additional users – and expect a positive return on investment,” Krueger says. “Before we decided we could replace our hardware, we needed to come up with a way to support the users without significantly increasing the number of help desk staff.”

Selecting Magic Service Desk Suite

The Travel and Transport Information Services Department wanted a service desk product that provided real-time remote query and inventory capabilities. Next, the organization needed the ability to remotely administer the PCs, as well as a way to report help desk activity levels and justify the need for additional personnel. “Employees are the number-one cost associated with running our business,” Krueger explains. “So when you try to either justify the current employees or ask for additional employees, you’d better have all of your ducks in a row. We had no statistics before.”

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About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com.

Travel and Transport used a weighted scale to compare these criteria as well as ease of maintenance, price, industry presence and the viability of each company, and, finally, ease of deployment. When the company chose Magic Service Desk Suite, a Remedy® IT Service Management solution from BMC Software, ease of maintenance stood out as an influential attribute. "It fit all of the requirements that we had established," Krueger says. His team found the Magic Service Desk Suite interface to be more user friendly than other systems, reducing the learning curve. "The ability to change the interface as we needed to suit our particular company was also a major advantage," he adds.

Ease of Implementation

When the number of PCs at Travel and Transport increased from 100 to more than 800, the Information Services Department added two people to its help desk staff and deployed Magic Service Desk Suite to support users in the new environment. The ability to access the software through a Web browser proved particularly useful. "We could bring up a screen from anywhere in the building, or anywhere in the network, and check on calls," says Ron Johnson, network support team lead, Travel and Transport.

Johnson attended a one-week course and then set up Magic Service Desk Suite in a month. Travel and Transport also implemented the Magic Desktop Automation Suite to help manage IT inventory and assign hardware and software to users. The company needed new purchasing agent software, so it customized the purchasing request capabilities in the Magic Service Desk Suite, adjusted the database, and exported the inventory and purchasing data into Magic.

Magic Service Desk Suite has had two major upgrades since Travel and Transport first implemented the software. "Every time I've performed the upgrades and interim fixes, they've gone flawlessly," Johnson says. A recent roll out of Magic Self Service proceeded smoothly as well.

Supporting an 800 Percent Increase in Users and Reducing Call Resolution Time

The Travel and Transport help desk receives an average of 34 calls per day. Although this number is roughly double the calls received when the company used mainframe computers, the help desk now supports company-owned hardware and four times

the number of software applications. Since deploying Magic Service Desk, the help desk resolves queries in 10 to 15 minutes – a significant decrease from the earlier average of two hours per call. This has increased productivity for both the support team and the end users.

The greater productivity achieved by the help desk allowed Travel and Transport to reduce operating expenses. The department monitored its help desk statistics and discovered it could maintain eight to nine times the number of users and PCs with the same staff. The help desk, which grew from four to six people to support the new computing architecture, recently returned to a team of four.

The capabilities available through Magic Service Desk Suite have helped the department in other ways. "We are primarily a service-styled organization, and service level agreements, or SLAs, are becoming more and more important," Krueger says. "The reporting and the ability for us to drill in and isolate incidents have really helped us to prove our SLAs." The help desk has further improved its SLAs by monitoring and tracking open tickets, and by using the remote control capabilities of the software.

Meanwhile, user expectations have grown. "If we don't get to a call right away, sometimes our users are a little disappointed. They're pretty used to us solving their problem quickly. Magic Service Desk helped to increase the value of IT and the help desk to our customers," Krueger says.

Maintaining License Compliance and Reducing Spending

Magic products also have assisted Travel and Transport in maintaining licensing compliance and reducing overall spending. Because the Information Services Department now handles all of the user initiatives and has centralized technical purchasing, the organization can better align software and hardware purchases with business needs. "I don't have a hard-dollar figure, but that has definitely helped us maintain and reduce our budgets," Krueger says. When Travel and Transport replaced its computing architecture, the company started to more fully realize the advantages associated with a true technical architecture. "A lot of our decision makers and our CEO now are very understanding of the benefits of technology. In the industry itself, technology has become one of the major factors in which our company excels," Krueger says.

