



## Seneca College Integrates IT Functions Using Numara® FootPrints®

After deciding to utilize Numara FootPrints software as the college's sole integrated IT platform, Seneca has made life easier and more organized for service desk professionals as well as the faculty and students they serve.

With approximately 20,000 full time students, 60,000 part time Continuing Education students and 3,000 faculty/staff, Seneca College is one of the largest institutions of higher learning in Canada. The school has six campuses and four community campuses throughout Greater Toronto, offering a wide variety of classes and areas of study with over 260 career program options. Seneca was established in 1967 as an original member of Ontario's college system and today educates students in dozens of fields, from engineering and sciences to business and arts.

### The Challenge An Underutilized System

Seneca's IT department adopted Numara FootPrints in 2001 to centralize their ticketing and help desk operations. Fast forward to 2011: Though the school runs a centralized IT department, administrators are spread in multiple locations across Seneca's ten campuses, and not every IT group has converted to FootPrints.

It did not take long for Seneca to realize that they could save tremendous amounts of time, money, and effort by integrating their asset management and change management systems with service management to create one all-encompassing system. To successfully implement such an overhaul, however, Seneca needed a plan that was quick and cost-effective to put in place. In the demanding community of a large college, IT staff had to be up and running on the new system with minimal downtime and training.

*"We wanted to enable our service desk to handle any call right then and there," said Clare Vozza, Seneca's associate director of Client Services. "So even if a call pertained to another department or an unfamiliar asset, all the information necessary to help our customers would be at every help desk staffer's fingertips."*

### IN BRIEF

#### Industry

Higher Education

#### The Challenge

- Support IT departments spread across ten campuses in Greater Toronto
- Implement the same tracking and ticketing system for all IT desks
- Integrate change management and asset management with a single unified system

#### Why Numara Software

- Flexible software allowed tweaks for different service desks and locations
- Cost-effective program was easy for service desk employees to learn
- Modular setup allowed Seneca to add change management and asset management to FootPrints at staggered dates
- Easy-to-use software allowed system administrators to master FootPrints upgrades almost immediately

#### Business Benefits

- Improved customer service due to streamlined problem solving at all service desks
- Cost savings due to reporting and workflow efficiencies

*"FootPrints' overall flexibility made the integration process quick and simple."*

## Numara Software Solution One System for All

Creating a single, integrated software system at Seneca required two steps: Converting all IT service desks to Footprints, then layering in the modules for asset management and change management.

To enable full integration of asset management and change management, the college updated its FootPrints software from version 7 to version 10 as part of the overhaul. FootPrints version 10 allows users to operate all FootPrints modules on the same screen and ties in monitoring and reporting of all IT-related activity. Numara helped Seneca roll out the software across campus quickly and easily, installing FootPrints on every desk that did not previously use the software, and upgrading preexisting desks to version 10.

*“One of the major reasons we selected Numara was that the system was totally web-based,” said Louis Koutsoutis, chief technology officer at Seneca. “That feature, as well as FootPrints’ overall flexibility, made the integration process quick and simple.”*

Seneca also sent one of their employees to a week-long Numara training session to gain expertise in the software. Combining training with FootPrints’ easy learning curve allowed Seneca’s IT employees to get up and running on the new system almost immediately.

## The Results

### Full Change Management and Asset Management Integration

Despite being short-staffed, the ongoing Numara upgrade has gone through at Seneca without a hitch. With the integrated service management system now in place campus-wide, the college’s IT reporting capabilities have exceeded the successes of their original FootPrints installation. The school now draws on a complete repository of its assets and service desk tickets to create reports and drastically improve the value of their findings.

Working together, Numara and Seneca were able to customize FootPrints to meet the needs of IT departments at different locations, so despite slight differences and customizations, all IT desks are using the same system. Certain departments, for example, have more stringent audit requirements than others, and all service desks receive varying volumes of requests. With the flexibility of FootPrints, central IT can manage and report on all technical support activity on campus, regardless of which desk handles it.

*“Working in an integrated system has already helped us solve more issues, more quickly,” Clare said. “FootPrints has provided us with a shared IT knowledge base, which makes a huge difference in helping us provide the best service.”*

The integrated system has not only taken pressure off help desk employees, but also improved the lives of students and faculty. If students and faculty need IT support, they can call any service desk, as all desks and employees are better equipped to deal with a wide range of problems.

## Looking Ahead

The next step for Seneca will be further integrating the asset manager with additional components of the service desk into the same environment, and Numara will be there to help them along the way, offering training where necessary, and custom tailoring FootPrints to meet any and all needs the college may encounter.

*“FootPrints has provided us with a shared IT knowledge base, which makes a huge difference in providing the best service.”*

## Who are we?

Founded in 1991, Numara® Software is a leading global provider of integrated IT Operations Management solutions. Numara’s family of integrated products solve Endpoint Lifecycle Management, Mobile Device Management, Help Desk and Service Desk challenges for physical, virtual and mobile devices, simplifying and optimizing IT Operations Management.



freedom  
to simply **choose**  
the right solution for you