



Track-It!

Case Study

Casino Enterprise Expands Use of Customizable, Automated Workflow Solution for Growing Gaming Needs

Desert Diamond Casino, an enterprise of the Tohono O'odham Nation, is one of Southern Arizona's premier entertainment and gaming destinations, with three locations across the state. Open seven days a week, Desert Diamond Casino offers the community and patrons a variety of entertainment options including concerts and comedy shows, as well as, the most popular casino games.

Overview

Industry

- Entertainment and Gaming

Challenges

- Automate IT service and support for over 1,000 full-time staff
- Manage complex and dispersed IT infrastructure
- Centrally track and manage IT activities across multiple locations

Solution

- Numara®Track-It!®
- Numara Track-It! Change Management

Application

- IT Help Desk
- Marketing Automation
- Facilities Management

Key Features

- Simple configuration and implementation
- Numara Track-It! Change Management with audit trail feature
- Customizable performance reports

Benefits

- Faster response times and improved first-time call resolution
- Simple, accurate performance evaluations and training protocols through detailed reporting
- Time and money savings through automation of manual tasks and flexibility to apply own business rules
- Enhanced user productivity and security

The Challenge

Desert Diamond Casino grew rapidly from a small casino to three full entertainment complexes with roughly 1,000 full-time employees and managing assets across multiple locations for a large number of employees, putting a strain on the IT department. Initially, the department was struggling to effectively track and prioritize service requests and manage a host of IT assets using its manual, paper-based and generic email systems. Desert Diamond Casino realized it needed to develop an IT infrastructure that could support its growing staff and expanding facilities.

After consulting with Numara[®] Software, who assessed their IT management needs, Desert Diamond Casino decided that Numara Track-It! offered the most cost-efficient way to manage its IT activities by automating the tracking of its software and hardware assets, and streamlining the way IT staff processed help desk requests.

The Solution

For over five years, Numara Track-It! has provided Desert Diamond Casino's IT department with a centralized, unified view of network and asset health that can be managed easily and instantly – enabling support staff to address hardware and software issues without leaving their desks.

In May 2008, Desert Diamond Casino's IT department decided to upgrade to the latest version of Numara Track-It! to meet their expanding support needs. The sleeker interface and improved customizable dashboards, were a major selling points along with the addition of add-on modules that could now be easily integrated with minimal technician downtime. The new audit trail feature of Numara Track-It! coupled with advanced reporting options, made it easier for the IT department to leverage existing stored information for the development of detailed reports to monitor personnel performance and compile department-wide summaries for training purposes. The upgrade required minimal installation and has already demonstrated a dramatic return on investment.

In addition to upgrading, the IT department also installed the Numara Track-It! Change Management with Approval Workflow to automatically track and manage change requests from the initial request to final resolution.

Multiple Business Applications

Desert Diamond Casino's IT department implemented Numara Track-It! to automate manual tasks, monitor work orders, improve response times and overall productivity. After using Numara Track-It! for several years, Desert Diamond Casino's management team decided to leverage the software into the Facilities and Marketing departments as well. At the time, these areas were still working with manual or generic email processes – and after seeing how Numara Track-It! vastly improved processes within the IT department – the department heads were eager to automate their systems to adapt to their growing needs.

The Facilities department, for example, implemented Numara Track-It! to more effectively execute daily tasks like managing licenses and maintenance of its transportation fleets, including guest shuttle buses, employee shuttles and other vehicles. Their management staff also customized the platform to monitor electrical jobs and landscaping projects, track inventory on supplies for the housekeeping staff, as well as, deliveries for the shipping and receiving personnel.

After seeing how the Facilities department's daily practices were streamlined by Numara Track-It!, leading to an overall improvement in management of the department, the Desert Diamond Casino's marketing team decided to utilize Numara Track-It!. The Marketing department implemented Numara Track-It! to effectively track internal requests going back and forth between PC users and graphic designers working on Mac[®]s. By implementing the simple solution, graphic designers could make changes on Macs and transfer those changes to PCs, making it easier to track changes and submit approvals within the department. In addition, the IT department found that after training the marketing staff on Numara Track-It!, they have rarely been called for assistance and now simply act as administrators, adding or removing users, at the request of the marketing management team.

"Numara Track-It! has automated Desert Diamond Casino's IT processes, giving us a more unified view of our assets and improving response times and enhancing productivity. We've already expanded use in the facilities and marketing departments, and we have plans to integrate this versatile tool in other areas as well."

– Lyn Stallard
IT Help Desk Coordinator
Desert Diamond Casino

Track-It!

Key Features

Simple configuration and implementation

Numara Track-It! is simple to install with minimal interruptions to workflow and nominal down time for technicians. It also offers a number of add-on modules that can be easily deployed to automate manual tasks and manage asset use information instantly.

Numara Track-It! Change Management with audit trail feature

Numara Track-It! Change Management (formerly called Approval Workflow) makes it easy to manage and track IT-related changes and achieve company-wide compliancy, even across multiple locations. This module also offers an audit trail feature that automatically tracks and manages changes from initial request to final resolution.

Customizable performance reports

Over 100 customizable performance and detailed user reports can be automatically generated to help streamline daily activities and make employee or departmental assessment and training more efficient and productive come standard with Numara Track-It!.

Implementation

In 2003, Desert Diamond Casino's IT department implemented Numara Track-It! to automate their help desk and utilized the built-in, self-guided tools to import user information and discover assets, as well as, improve first-time call resolution which had been overwhelming when managed manually. Pleased with the ease of implementation and minimal technician downtime, Desert Diamond Casino's management staff decided to integrate the flexible software into the facilities and marketing departments as well. At the time, these departments were running inefficiently due to growing responsibilities and the difficulties of working with manual or generic email processes.

Since implementing Numara Track-It! into the facilities and marketing departments the department managers have seen a dramatic improvement in productivity by using their own licensed Numara Track-It! programs, customizing and scaling the solution to meet their needs, and using features like the audit trail to efficiently track results and response times.

Results and Benefits

In the five years that Desert Diamond Casino has been using Numara Track-It!, they've seen a marked improvement in response times and productivity. One of the biggest improvements Desert Diamond Casino made, is the use of the Assignment function, which breaks down elements of a project and assigns them to a separate section, enabling managers to track progress for the various elements of a work order, without having to confer with employees on different shifts. And, once the assignments are closed, the IT department knows that they can close the parent work order, so the requestor can see that the task has been completed. Another key benefit of using Numara Track-It!, is that the IT department can attach signed documentation to individual work orders, making it easier to determine how the requestor worded the initial work order and eliminating the need for hard copies (though Desert Diamond Casino still keeps them on file), since Desert Diamond Casino's servers are backed up on a nightly basis.

Desert Diamond Casino now has a fully automated help desk to centrally manage and address issues that arise across the three casino locations. By integrating Numara Track-It! and Numara Track-It! Change Management, Desert Diamond Casino has been able to streamline their daily operations and quickly deliver decision-making information to key management personnel with over 100 customizable performance and training reports.

Track-It!

About Numara Software

Serving over 50,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. From a single technician running a help desk to 1000 technicians managing a complex service desk, IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and facilities, allowing you to optimize your investments in licensing, maintenance, training, and support.

We're passionate about helping people successfully manage their IT environments. Find out how we can help you by visiting: www.numarasoftware.com.