



Customer Case Study



Founded in 1932, Miles & Stockbridge P.C. has enjoyed a rich history of well-planned growth, enduring client relationships and loyal community leadership for over 80 years. The Giva Service Management Suite™, including Giva® eHelpDesk™, eKnowledgeManager™, eAssetManager™, and eChangeManger™ was deployed in the cloud as their IT Service Desk solution.

Results

When compared with BMC® FootPrints™ by BMC Software, the Giva Service Management Suite resulted in a:

- ✓ 70% cost savings when considering the total cost of ownership (TCO) over a 3 year period
- ✓ 70% increase in IT productivity in using the dashboards and real-time reports

- ✓ 70% decrease in number of tickets that remain main open from day-to-day
- ✓ 65% increase in first call resolution metrics
- ✓ 60% increase in customer satisfaction of attorneys and staff
- ✓ 100% application uptime and high application responsiveness

The Challenge

By Ken Adams
Chief Information Officer

Becky Jones
IT Service Desk Manger

Founded in 1932, Miles & Stockbridge P.C. has enjoyed a rich history of well-planned growth, enduring client relationships and loyal community leadership for over 80 years. We support approximately 500 employees in 8 offices across the east coast of the USA.

Since we are providing IT technical support to attorneys that work around-the-clock, we needed a solution that could be accessible anywhere and anytime by our staff.

Our attorneys' time is our "stock in trade," so we must keep the firm up and running and highly productive on a large number of applications and various hardware platforms in order to generate revenue.

Before Giva, we used BMC FootPrints by BMC Software as our IT service desk software for over ten years. However, as we continued to grow, we became frustrated with how difficult it was to use on a day-to-day basis. For example, I could never create, run and share real-time reports on my own—report "gurus" who were well trained in all the complexity of the reporting engine had to run reports for me. Our staff also complained that BMC FootPrints had too many screens to click through to open



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“We have increased the customer satisfaction of our attorneys and staff by over 60% and they are happier than they have ever been with IT during my 16-year tenure as CIO.”

“Giva has implemented their workflows, grids, charts and other monitoring tools in an intuitive, slick and simple way, similar to the Apple Computer iPhone and iPad user interface design.”

a service request or perform a simple edit. It was extremely difficult to use and, in our opinion, designed with little thoughtfulness on how people would actually use the application on a daily basis.

We also had to spend a lot of time and money on managing and maintaining servers and software to host the application. We evaluated the hosted version of BMC FootPrints by BMC Software, but it was clunky, slow and expensive. We became intrigued by SaaS cloud-based applications, which we could quickly deploy and maintain with a minimum of effort and cost.

The Solution

Fluent in 1 hour

The ease of use of Giva is the number one feature benefit for us. Giva spent about 30 minutes per training session to train groups of our IT team. After the training sessions, our IT people were able to use Giva proficiently, and they have learned more of the advanced features as they further engaged with Giva. Giva is very easy to learn.

With Giva’s intuitive interface, we can more quickly enter, retrieve and resolve tickets. As a result, the number of tickets that remain open from day-to-day has decreased by over 70%. Our first contact resolution has increased by 65%, which has also been assisted by Giva’s helpful knowledgebase solution. Giva has made our entire IT team and its internal workflow measurably more efficient and productive.

Moreover, with using Giva, we have increased the customer satisfaction of our attorneys and staff by over 60% and they are happier than they have ever been with IT during my 16-year tenure as CIO.

We are using Giva’s Service Level Agreements (SLAs) to better prioritize requests and the user interface’s color-coded icons to make sure that requests are addressed before the SLA is breached. Some other vendors have these functions. However, Giva has implemented their workflows, grids, charts and other monitoring tools in an intuitive, slick and simple way, similar to the Apple Computer iPhone and iPad user interface design. Giva is not just another service desk vendor--it is eminently clear that Giva has “thought differently” about the IT Service Desk market by creating such an intuitive cloud application. Our IT team and thus our customers have experienced the impressive benefits of that aspect of the software.

One specific innovation is where Giva has flipped opening a service request on its head by starting with the name of an employee instead of a description of the problem. With this unique workflow, we only have to view a single employee-centric screen, which contains profile details, service request histories, related knowledge FAQs, assets, and requests for change. This helps us to quickly evaluate and resolve the incident or problem. In comparison, navigation in BMC FootPrints was much more complex, requiring multiple screens and clicks, especially for creating a service request, which sometimes required five or more different screens.



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“Giva only required hours to initially set up, and our agents were fluent with Giva after just 30 minutes of training.”

“We have experienced a total cost of ownership (TCO) savings of approximately 70% over three years.”

Giva has taken a radically intuitive and “people friendly” approach as compared to the rest of the service desk industry. Before selecting Giva, we carefully evaluated BMC® Remedy™, BMC® Remedyforce Service Desk™, FrontRange® HEAT, Dell® Kace™, Dell® ScriptLogic Help Desk Authority™, Kaseya® Service Desk™ and Triactive® Desktop Management Suite™. We did a very thorough analysis before selecting Giva, and no other vendor came close to its intuitive design.

Deploy in just days - Highly customizable without consultants

We carefully evaluated the cloud version of Kaseya Service Desk, but it was slow, clunky, not really usable, and also very complex to set up—it took us weeks, even after spending many hours in meetings receiving assistance from Kaseya. We were astonished, amazed and dumbfounded with the complexity of Kaseya Service Desk. In evaluating BMC FootPrints, we found it to also be very difficult to deploy, with a lot of complexity requiring many labor hours and hired consultants to help us. In sharp contrast, Giva only required hours to initially set up, and our agents were fluent with Giva after just 30 minutes of training.

We were able to use Giva very quickly right out-of-the box, although we performed some customizations and added a few custom fields, which were easy to implement and required no coding or consultants. We were up and running in just a few days with very little labor required.

One of the key benefits of moving to Giva is that we do not have to support any servers and software. That required significant labor hours and hard dollar costs when we considered all the hardware and software upgrades/updates/patches needed just to keep servers securely and efficiently operating. With BMC FootPrints, we had to have a staging server environment to test product upgrade releases to make sure that they did not “break” any of our current customizations/configurations, as was sometimes the case. These upgrades required time and manpower that we do not have to spend with Giva.

Giva costs us approximately the same as our BMC FootPrints annual maintenance. However, by using Giva, we have experienced a total cost of ownership (TCO) savings of approximately 70% over three years by eliminating the servers, software and the associated labor costs. Our cost savings are consistent with what our law firm peers have realized with Giva and what has been documented in research by the Gartner Group.

Giva is available for everybody in IT to use whether in or out of the office. With BMC FootPrints by BMC Software, we had to be on our network or access a VPN to use it. This required time to “remote in” and create a VPN tunnel, which made it more difficult to use the application on-the-fly and in bursts, which is often how we need to work, especially after hours. With Giva, no matter where my staff is working, they can instantly log in and leverage all the easy-to-use, robust functionality.



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“Giva’s technical support is outstanding.”

“Giva’s application suite is fast and responsive, and we have had 100% uptime.”

Real-time reports & dashboards without effort

The Giva dashboard is much more functional for us as compared to the one in BMC FootPrints. My team has had a 70% increase in IT productivity by using the Giva dashboards and real-time reports. Before Giva, it was very hard for me to find my way around BMC FootPrints. Now, I can quickly review and monitor the IT team’s work, thereby allowing me to be a more hands-on CIO when I want to be.

With Giva, we get all the custom reporting capability that we need. The reports that we had with BMC FootPrints were only available as PDFs, so the information was not in real-time. From the minute I received a report, it was already dated. Now with Giva, when I view any report, it always has real-time information. Furthermore, any of my staff can create, save and share reports, which allow us to retrieve pertinent real-time information at any moment without having to set up our own versions of a report. This dynamic nature Giva’s reporting engine is a tremendous advantage over all the others we evaluated.

Outstanding Technical Support

Giva’s technical support is outstanding. We have had many challenges with getting technical support from BMC FootPrints. Giva answers most of our questions right on the spot; and if they have to get back to us, they do it very quickly on a consistent basis. Giva technical support personnel are well trained and extremely helpful, and we have access

to an Account Manager as well who is always available to help when needed.

Giva’s application suite is fast and responsive, and we have had 100% uptime. Any cloud application we use must perform this way, especially since we are working with attorneys that are always under tight deadlines and want to minimize the amount of time they are on the phone with us.

Giva provides new releases on a quarterly basis, which are transparent to us. After reading the release notes, we can decide if we want to take advantage of any new features/ functionality. We love Giva’s constantly improving application suite, which is routinely refreshed with valuable enhancements. We highly recommend Giva to our law firm peers and others that want a highly-intuitive application with a lot of power and capability.

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About Giva, Inc.

Founded in 1999, Giva was among the first to provide a suite of help desk and customer service/call center applications architected for the cloud. Now, with hundreds of customer driven releases, the Giva Service Management™ Suite delivers an intuitive, easy-to-use design that can be deployed in just days and requires only one hour of training. Giva's robust, fast and painless reporting/analytics/KPIs quickly measure team productivity, responsiveness and customer satisfaction resulting in faster and higher quality decision-making. Customization and configuration are all point and click with no programming or consultants required to deliver a substantially lower total cost of ownership.

Giva is a private company headquartered in Santa Clara, California serving delighted customers worldwide.

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