



## Customer Case Study

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Saint Elizabeth Health Care has been an active participant in the development of community health in Canada for more than a century beginning in 1908. Today, Saint Elizabeth has 6,500 employees spread across 25 office throughout Canada. The Giva Service Management Suite™ including Giva® eHelpDesk™, eKnowledgeManager™, eChangeManager™, eAssetManager™ and eAutoDiscovery™ was deployed in the cloud as the internal IT service desk.

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### Results

The Giva Service Management Suite provided Saint Elizabeth with a:

- ✓ 90% reduction in the time required to configure/customize Giva
- ✓ 50% lower TCO (total cost of ownership) over a three year period
- ✓ 100% application uptime using Giva nearly 24x7

- ✓ 40% increase in productivity of the IT service desk team by using Giva reports and dashboards
- ✓ Ongoing stream of product improvements
- ✓ Highly capable worldwide support infrastructure, high availability data centers with redundancy and deep network security expertise

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### The Challenge

By David Burne  
IT Leader

Saint Elizabeth was looking for the newest generation of IT service desk functionality and a long-term vendor partnership to respond to rapid organizational growth. Following an evaluation of other service desk vendors, the organization identified concerns that replacing the current IT service desk tools would be highly disruptive. The service desk is nearly a 24x7 operation with a very high call volume, staffed with skilled technicians servicing 6,500 employees across 25 offices in Canada.

Saint Elizabeth has been an innovator in the private cloud and was the first healthcare organization in Canada to offer employees a full suite of applications in a private cloud over ten years ago. Many of Saint Elizabeth's 6,500 employees work remotely providing healthcare services in clients' homes and other community settings. As a result, the organization is well aware of the security, performance and application availability challenges with a cloud based architecture.



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**“With Giva, Saint Elizabeth will realize a 50% lower TCO (total cost of ownership) over a three year period.”**

### The Solution

Saint Elizabeth has made a long term partnership commitment to the Giva Service Management Suite including Service Desk, Knowledge Base, Hardware and Software Asset Management, Asset Auto Discovery and Change Management modules. The ease of getting up and running on Giva was extraordinary and required only a week. This speaks volumes about how well Giva is architected and how easy it is to configure and customize. There is no coding, scripting or any programming language to learn; the interface is a highly intuitive with point-and-click administration. Giva has very deep, sophisticated customization capabilities that will allow Saint Elizabeth’s service desk requirements to grow and evolve. Giva’s cloud based SaaS (Software-as-a-Service) model was very attractive to Saint Elizabeth. The team was able to configure and fully customize the Giva cloud in only 10% of the time it would take to configure/install a similar customized software suite. With Giva there is no need to maintain production and test environments as the new releases are transparent and seamlessly available.

We realized a significant factor in labour cost reduction based upon how easy Giva is to deploy, configure and customize. A Giva deployment specialist spent only two days on site at Saint Elizabeth’s corporate office. Minimal advance preparation was required and only minor customization work after the two day visit. Saint Elizabeth went live using Giva after only a week of internal work.

Giva has provided Saint Elizabeth with a solution that makes extraordinary economic sense and has achieved a high ROI in a very short period of time. The organization was looking for a true cloud-based service with multi-tenancy to avoid the cost of dedicated servers. Giva provides a competitively priced bundle of services with better features and functions to meet our requirements. With Giva, Saint Elizabeth will realize a 50% lower TCO (total cost of ownership) over a three year period when you consider all the initial and lifetime costs such as hardware, software, maintenance, training, administration, upgrades, support, integrations, future customizations, etc. Giva enabled a quick transition to a new platform with rich new capabilities and a higher level of customer satisfaction to 6,500 employees—who can then ultimately provide better healthcare services.

The senior IT leadership team at Saint Elizabeth has decades of experience with hundreds of software applications. Giva is very easy to use for technical support analysts and the Chief Information Officer, who uses it primarily for reporting and dashboards. The outstanding reporting module is an example of how well Giva listens to their customers. Other reporting packages are often less intuitive or created for highly trained employees with specialized technical skills. With Giva, Saint Elizabeth’s IT leadership team can quickly obtain exact detail in real-time from the production database.

A great feature is the ability to quickly save a customized version of any report with



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**“Giva has also helped increase productivity within the IT service desk team by approximately 40%.”**

just a single click. A previously saved report can easily be regenerated, and reports can be automatically emailed to save time and increase productivity. Giva provides a well-thought out selection of meaningful reports and provides the ability to highly customize them or build new reports with little effort. As IT leader, my productivity has increased over 40% using Giva with respect to time spent monitoring the IT service desk. This time savings enables a focus on other important IT projects that can further reduce costs and increase customer satisfaction. The Giva reporting module is fantastic and much easier to use when compared to other service desk industry leaders.

Giva has also helped increase productivity within the IT service desk team by approximately 40%. Issues are more quickly assigned an owner. An employee can see a response to a question instantly, and take appropriate follow-up action in the moment. Saint Elizabeth's service desk team is saving 2.5 hours per day using the dashboard which translates into a significant productivity improvement. Hot issues are also now instantly visible to the IT service desk team. They can see when service requests are approaching the SLA resolve time and take appropriate action. Giva has significantly improved our workflow through automation that eliminates significant manual steps. The team now has instant visibility to VIP service requests from senior management. Giva KPIs and metrics also enable better measuring of the service desk team's productivity.

The outstanding Giva dashboard helps the IT leadership team keep a close watch on areas of

interest at-a-glance. The “My Charts” section provides a quick pulse of the organization. In just 30 seconds with the dashboard IT leaders can obtain a comprehensive update on all the important issues and emerging trends. The dashboard is easily customized with charts/ views of meaningful metrics and KPIs.

With 25 offices across Canada, Saint Elizabeth needs to track where each piece of hardware is located for product safety (i.e. vendor laptop recalls), cost control and possible software vendor audits. Doing this manually to date has been very labour intensive. Giva eAssetManager can better deploy, service and track significant multimillion dollar investments in hardware and productivity applications.

With Giva, Saint Elizabeth will be able to better manage many aspects of hardware and software inventory which will dramatically increase productivity and lower costs. For example, three different version of Microsoft Office (Office 2003, 2007 and 2010) are deployed among a geographically dispersed workforce across 25 offices. It is critical to know the location and image of each device, and this information can be obtained from Giva with a quick glance at an asset report. It is also important to track software license compliance. Giva makes it very easy to ensure compliance with vendors' software licenses. Giva could have eliminated the hundreds of labour hours spent on manually imaging PCs during a routine software audit two years ago.

Overall, Saint Elizabeth is very pleased with Giva's products and their outstanding technical support. Giva is very responsive to client needs



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**“Giva is very responsive to client needs and has exceptional customer support.”**

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and has exceptional customer support. The continuous flow of product enhancements is impressive and it shows that Giva is listening to their customers. Giva does not wait years or even months to launch new product improvements. The stream of improvements is ongoing. Giva is very proactive in that they take time to carefully listen to feedback. Saint Elizabeth has never worked with a vendor that listens and delivers as well as Giva. This is one of the key ways that Giva is very unique!

Giva has proven that they have a highly capable worldwide support infrastructure, high availability data centers with redundancy, deep network security expertise and an outstanding product with rich functionality. Giva's ease of use, ease of deployment, reports and dashboards highly distinguish Giva from all the other competitors that Saint Elizabeth evaluated.

Saint Elizabeth has had 100% application uptime using Giva nearly 24x7, which is critical for a cloud-based application. The Giva Service Management Suite and reports are consistently fast and responsive, proving that Giva has figured out how to build and scale a true cloud application delivered over the public Internet. Saint Elizabeth is very happy with deciding to build a long-term partnership with Giva.

**David Burne**  
IT Leader

### *About Giva, Inc.*

*Giva is an award winning provider of SaaS (Software-as-a-Service) Web-based ITIL Help Desk, Customer Service/Call Center and Service Desk cloud based computing services.*

*Visual reporting, management dashboards and an intuitive design, make the Giva Service Management™ Suite very powerful and at the same time very easy to use. Customizations are all point and click (i.e no programming necessary) so the result is a dramatically lower total cost of ownership when compared to other products that require programmers and trained consultants.*

*Giva is a private company headquartered in Santa Clara, California and serves customers worldwide. For more information about Giva,*

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