



Customer Case Study

Sills Cummis & Gross P.C.

Founded in 1971, the law firm of Sills Cummis & Gross has established an outstanding global reputation. They represent companies from Fortune 500 to emerging growth, with a large national client roster and an ever-expanding list of international corporations. The Giva Service Management Suite™ including Giva® eHelpDesk,™ eKnowledgeManager,™ and eAssetManager™ were deployed to address the company's internal IT help desk, knowledge management, and asset management software application needs.

Results

When compared with BMC® Track-It!™ by BMC Software, the Giva Service Management Suite resulted in a:

- ✓ Resulted in a 35% decrease in labor hours required to generate monthly and ad hoc reports
- ✓ Resulted in a significant increase in attorney satisfaction with the IT department

- ✓ Provided Trend Reports, Dashboards, Charts, and Metrics, which enabled quick action on high priority service requests to keep attorneys productive
- ✓ Provided an intuitive design that reduced IT training and administration costs

The Challenge

by Steven Marks, CIO
Linda Green, IT Director

As SC&G has grown in size, so has the complexity of our IT environment, and the expectations of our users. Our IT support strategy is to make sure that our IT resources are very focused and highly utilized, which requires the best in class tools. We used BMC® Track-It!™ by BMC Software for many years and found that many important issues were slipping through the cracks, which led to attorney dissatisfaction with the IT department.

As a result, we wanted to implement Service Level Agreements (SLAs) so that we could set user expectations by establishing defined service request response times and service request

resolution times. We also wanted to measure ourselves against objective metrics to determine if we were meeting our help desk service goals.

Since our attorneys are the lifeblood and revenue producers of the firm, we wanted to improve their productivity by providing them with the applications and services they required. Our IT help desk application needed to provide the ability to create a suite of standard monthly reports, generate ad hoc reports with drill-down capability, and quickly identify high-priority issues in which our attorneys' work might be impacted. We did not want to send staff to classes for training on how to administer the help desk software and build and maintain the reports. Moreover, since our attorneys are passionate and work around the clock to meet client deadlines, we wanted our IT



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staff to be able to monitor our call tracking application 24 hours a day. Given that we share IT resources across our offices in Newark, New York City and Princeton, we needed a system that all our IT locations could easily access without placing more bandwidth requirements on our private network.

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The Solution

The law firm industry is a tight community and we heard about Giva’s successful web-based IT help desk software from our peers. In fact, I was previously with a firm that used Giva for many years and our IT team there was very happy with the results the Giva products brought.

At SC&G, we are big advocates of computer resource virtualization, so we knew that Giva’s Cloud Computing Software-as-a-Service (SaaS) approach would significantly reduce the complexity and cost of our application implementation and ongoing maintenance. When we independently evaluated Giva against BMC SoftwareTrack It!®, we determined that Giva’s IT help desk dashboards and reporting are an order of magnitude better in functionality and ease of use. The intuitive user interface allowed us to easily configure and customize the help desk application on our own, including all help desk notifications, escalations, and alerts.

My days are full of meetings and phone calls. However, at any time, I can take a brief look at the Giva help desk dashboard, review critical metrics such as first call resolution, top 10 categories, VIP and severity level 1 requests and customer satisfaction to obtain actionable information that is meaningful and easy to understand, and decide if my involvement

is required. Also, the Giva system helps our management team understand if troubling patterns are emerging and if any remedial action should be taken. These all great benefits to us, and we concluded that Giva’s Service Management Suite provides superior value.

Why Giva?

The dashboards, reports, charts, metrics, and overall ease of use of Giva’s SaaS IT help desk convinced us to switch to Giva. We can report trends, patterns, broad summaries, and very specific drilled-down details of data with just a few clicks. With Giva, we get an order of magnitude more actionable, real-time data that we can use to make decisions. We can even build customized reports and run them as needed or schedule them for automatic execution and delivery by email. Giva’s visual reporting tools have allowed us to reduce the amount of time we spend running daily, weekly and monthly reports by approximately 35%. This translates directly into lower labor costs and higher quality information. We can see our IT service metrics more visually and with detailed granularity. Using Giva gives me more time to be a strategic IT leader. I now spend this time studying trends, performing root cause analysis, and making systemic IT changes that will further increase customer satisfaction and reduce costs. The reporting module is simply the best that I have used.

We have all had the frustrating experience of trying to do simple tasks with software that end up being very difficult. In sharp contrast, Giva’s Service Management Suite user interface was designed by people who understand our business nuances, which makes using their help desk software a radically



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different experience. Everybody who uses Giva is passionate about how easy it is to use and how it has significantly increased individual productivity. It is a product that meets everybody’s needs and that is unusual.

With the implementation of Giva’s IT help desk application, we now have excellent dashboards to carefully monitor each service request and we no longer have any help desk service requests falling through the cracks. We now run our IT organization using Service Level Agreements (SLAs). As a result, we have significantly increased attorney satisfaction in a relatively short amount of time. That is a very significant accomplishment for us, and it is an integral part of our IT support strategy. The law firm environment is very demanding; client deadlines are very tight and our attorneys need their applications and infrastructure available 24 x 7. Giva is an outstanding help desk tool that helps us deliver exceptional support to our attorneys and staff.

I know Giva products for over a decade and I have been very satisfied with them at two different firms. We get outstanding customer service from their technical support organization and personal attention from our Account Manager. Giva has had a very positive impact on our business and we are exceedingly pleased with our decision to purchase Giva’s Cloud Computing Software-as-a-Service (SaaS) IT help desk application.

by Steven Marks, CIO
Linda Green, IT Director

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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