Giva™

Customer Case Study

Stroock & Stroock & Lavan LLP is among the top 100 law firms in the world and helps clients with capital markets and litigation needs.

Results

Stroock chose the Giva Service Management Suite™ as its IT help desk solution because Giva eHelpDesk allows Stroock's geographically dispersed IT staff to easily open service requests and quickly search a knowledge base for answers to commonly asked questions.

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

✓ **Increased attorney satisfaction with IT support. Stroock maintains a 4.7 customer satisfaction rating by attorneys out of possible 5.0**

✓ **One week firm-wide deployment**

✓ **High ROI**

✓ **Significant financial and personnel resources savings**

✓ **Tools to solve problems at level 1**

✓ **Lower leased line WAN costs**

✓ **100 percent uptime using the Giva help desk software 24 hours/day since April 2003**

✓ **Exceptional customer support**

The Challenge

Stroock was using BMC® FootPrints™ by BMC Software and faced a significant cost to upgrade to the most current version. It carefully considered upgrading along with many other alternatives.

Stroock was looking for a 100 percent Web-native help desk application with the capability to allow the IT staff in all its offices to open service requests and search knowledge base software. To help lower IT costs, Stroock wanted all offices to be able to access the help desk application via the Internet, instead of via its leased-line WAN.

Stroock was also looking for an application with very advanced features that would allow its agents to efficiently leverage each other's work to rapidly resolve service requests with level 1 resources.

Easy-to-use and real-time reports that would allow proactive monitoring of the IT environment were also important to Stroock. It wanted to identify potential problems early and quickly address them before they caused major outages.

The Solution

Stroock carefully evaluated different help desk software solutions and spoke with industry peers. It also contemplated the financial and personnel resources that would be required for

the upgrade of its current system. After careful analysis, Stroock selected Giva eHelpDesk.

Giva worked with Stroock to quickly deploy the Giva help desk software across the firm within a week. The Giva help desk solution was easy to configure and Giva trained Stroock's New York City IT staff in only a few hours.

The ease of use of the Giva help desk solution allows Stroock to rapidly assign service requests to the appropriate IT person. By allowing the help desk to rapidly open, assign, monitor, and close service requests, Giva Tsunami Ticket™ saves time and increases help desk productivity during major outages that affect many employees.

The Giva help desk solution is highly customizable to meet Stroock's unique needs. For example, Stroock has developed its own customer satisfaction survey. The results are automatically tabulated in an easy-to-use report, and Stroock carefully monitors their customer satisfaction ratings. Giva tools and reports allow Stroock to maintain a real-time pulse on this important metric, and Stroock is currently maintaining a 4.7 out of a possible 5.0 for customer satisfaction ratings and consistently meeting their service level agreements.

Even though Giva hosts the application, Stroock has complete control over all administration and can fully customize the help desk software to meet its requirements. The application is very fast and allows the Stroock help desk to rapidly open several service requests at the same time.

"The Giva help desk solution was easy to configure and Giva trained Stroock's New York City IT staff in only a few hours."

"Stroock has had 100 percent uptime using the Giva Web-based help desk solution 24 hours/day since April 2003."

The Giva help desk application has excellent reporting capabilities that are very easy to use. Whether in or out of the office, Stroock managers can, with a few clicks, obtain real-time actionable reports, trend analyses, and insights into their organization. This allows Stroock to perform proactive problem and incident management by identifying key areas of concern. With the real-time information available from Giva reports, Stroock knows what steps to take to lower its costs and increase customer satisfaction. Best of all, no additional software is required for Giva reports – Giva has its own integrated reporting engine.

The Result

The IT department's ability to keep Stroock employees productive directly impacts the bottom line, so Stroock places extraordinary demands on its IT vendors. The Giva On Demand Software™ option is an innovative use of technology and helps to reduce complexity.

Giva is a very responsive, stable, and secure help desk application over the Internet. With hosting at Verizon Business, the Giva applications are very reliable and are always available.

Stroock has had 100 percent uptime using the Giva Web-based help desk solution 24 hours/day since April 2003. With redundant power, redundant network connections, back up, disaster recovery, 24 x 7 monitoring, 24 x 7 operations and administration personnel, and physical and network security, the Giva On Demand Software™ option hosted at Verizon Business provides Stroock with the reliability it needs.

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"Giva listens to Stroock's requests for enhancements and continues to evolve the service offering on a very timely basis."

With Stroock's largest office located in the NYC downtown financial center close the World Trade Center, business continuity planning is a high priority. It is a significant technology benefit and innovation for Stroock to host its applications and servers off site. This helps to reduce costs and complexity in Stroock's business continuity planning.

Giva listens to Stroock's requests for enhancements and continues to evolve the service offering on a very timely basis. Giva has provided Stroock with a "cult-like" commitment to customer service to continue to earn its business – a refreshing approach for a technology vendor. Stroock is pleased with their Giva Web-based help desk solution.

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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