



Customer Case Study



Russell Reynolds Associates is one of the leading executive recruiting firms with recruiting professionals in more than 30 offices around the world.

Results

When compared with FrontRange Solutions HEAT®, the Giva Service Management Suite provided Russell Reynolds Associates with:

- ✓ A Web-native help desk software solution to support business operations in offices including New York, Chicago, Tokyo, Sydney, and other major cities in Europe and Asia
- ✓ Exceptional ease-of-use and Giva Easy Three Click Reporting™ that provides trend analysis to help improve service and support worldwide
- ✓ Worldwide implementation in six days
- ✓ Tools to rapidly resolve problems at Level 1
- ✓ 100 percent uptime using Giva 24 x 7 x 365 since December 2000 with the Giva On Demand Software™ option

The Challenge

by David Strumpf
Chief Technology Officer
Russell Reynolds Associates

Prior to using Giva, we were using FrontRange Solutions HEAT® for our IT service desk system. Although for many years FrontRange Solutions HEAT® met our needs, it became very labor intensive and expensive to maintain.

Russell Reynolds Associates has a worldwide IT challenge—supporting employees conducting recruiting assignments around the globe and around the clock. The firm has offices in major cities around the world, and the availability of its infrastructure at all times enables the global teamwork and

responsiveness to clients that is key to the company's success.

Our clients rely on us for a fast and thorough evaluation of the talent in their markets. And in many cases, we identify and recruit executives from all over the world for a single position that will have global impact on a client's business. For this reason, access to the firm's shared data and communication network affects both the productivity of the search team, and ultimately our client's satisfaction. The IT help desk plays an important role in keeping our employees productive by quickly finding problems and resolving them.



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The Solution

Giva worked closely with Russell Reynolds Associates to evaluate the best way to implement Giva eHelpDesk in each region of the world. With help from Giva, Russell Reynolds was able to get Giva eHelpDesk up and running in just six days.

“Our goals on the help desk are to minimize obstacles to productivity and to increase satisfaction among our users. Giva came to understand our environment and help us achieve those goals,” says Francisco Iglesias, Americas Help Desk Manager. “The simple and highly functional user interface of Giva eHelpDesk allows us to open tickets rapidly and provides tools to resolve most problems at the first level of support. We have standardized on Giva eHelpDesk as our internal IT help desk software and will be using it to its fullest extent as we go forward.”

If we ever have a question about the Giva help desk solution, we can open a request directly in Giva eHelpDesk. Giva support has been exceptional—they respond rapidly to our requests for assistance, and they have exceeded their SLAs for support and uptime. We have had zero downtime using Giva eHelpDesk 24 x 7 x 365 since December 2000 with the Giva On Demand Software option.

The Result

We support business operations globally around the clock, and the service we provide allows the firm’s employees to work effectively and efficiently. We were not sure if a Web-based help desk solution hosted over the public

Internet would offer the speed, functionality, and performance we needed, especially for our operations in Europe, Asia, and Australia. But, Giva eHelpDesk has proven to be reliable over the Internet and our international colleagues are well satisfied. Also, the Giva On Demand Software option allowed to dramatically decrease our total cost of ownership.

We carefully evaluated other products, but concluded that Giva eHelpDesk met our needs best. It has a good balance of broad capabilities, ease of use, and exceptional reporting. Giva Easy Three Click Reporting allows us to gather trend analysis that helps us improve our service and support to our employees.

David Strumpf

Chief Technology Officer

Russell Reynolds Associates



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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