



\$1.9 Billion Polaris Industries Selects Numara FootPrints to Provide Support to More Than 2,000 Employees While also Tracking Sarbanes Oxley Compliance and Other Projects

Customer

Polaris Industries

Business Challenge

- Improve and expedite IT support to over 2,000 employees
- Do more with the same; maintain existing staff levels as number of support users rises

Numara FootPrints Products

- Numara™ FootPrints®
- Numara FootPrints Dynamic SQL Database Link/LDAP

Business Applications

- IS help desk
- Sarbanes-Oxley (SOX) tracking
- Network support (LAN, WAN, WLAN, VPN)
- Software and hardware upgrade management
- AS400 support
- Computer programming and application support
- Computer security
- IS purchasing

Key Features for Polaris

- Web-based architecture
- Email management
- Ease-of-administration
- Ease-of-use
- Multi-project design

Business Benefits

- Increased employee productivity
- Enhanced IS service and support levels
- Improved agent performance
- Unified staff by using standardized processes and solutions to complete common tasks
- Ability to provide comprehensive audit trail reports for SOX tracking
- Enhanced employee service and support enhances work quality and staff performance levels
- More advanced reporting leads to improved and accelerated decision making

Polaris Industries Inc. is a recognized leader in the snowmobile industry, one of the largest manufacturers of ATVs in the world, and the manufacturer of Victory motorcycles. The company designs, engineers, and manufactures popular vehicles for recreational and utility use.

Polaris has distribution facilities across the Midwest, wholly-owned subsidiaries in Australia, Canada, France, New Zealand, Norway, Sweden, and the United Kingdom representing 425 dealers, and 32 international distributors representing 775 dealers. In 2005, Polaris had annual sales of \$1.9 billion.

The Challenge

Polaris Industries recently sought to improve and expedite IT support to over 2,000 employees across nine US locations and improve communications and workflow between 73 IT support agents and technicians with the information services (IS) department. The company had Magic Software's IS help desk solution in place as its primary solution to fulfill these requirements, but after thorough analysis, company officials determined to seek an alternative. Email routing features proved unreliable and remote agents accessing the system across the WAN experienced difficulty and overwhelming lag. Many agents ultimately rejected the system and began tracking support tickets independently, which led to paltry levels of service and help desk support. Polaris aimed to improve service and support levels with existing staff, and a new solution would need to help the company better utilize staff already in place.

Laurie Brueggeman, LAN Administrator at Polaris Industries led a team to evaluate the company's help desk processes and recommended a technology solution that would help Polaris achieve its internal service and support goals. "We desired a centralized help desk solution that would allow us to provide instant and thorough IT support to our employees, no matter where they are physically located," said Ms. Brueggeman. "We also required powerful email routing and seamless WAN compatibility, so communication across multiple locations would be instantaneous and accurate. Finally, we needed the solution to be easy for us to manage and flexible enough to meet our needs as the new IT helpdesk evolved."

Numara FootPrints at Polaris

The Choice

Polaris Industries began its search for a new help desk solution in October 2003. The company considered several solutions, including Numara Software's FootPrints®, Monitor 24x7, FrontRange's HEAT®, and BMC's Remedy®. Officials even considered writing a homegrown solution. Ms. Brueggeman and her team ultimately selected Numara FootPrints – an award-winning line of web-based service desk automation software known for its signature ease-of-use, accelerated deployment window, powerful workflow engine, and simple customization options requiring no programming, consulting, or training.

“Some of the drawbacks to the other products we reviewed were their high costs and minimal administration options,” stated Ms. Brueggeman. “FootPrints is very reasonably priced and is easy to administer. We also found that during our evaluation period the sales and technical teams were always there when we had questions and they never made us feel like we were burdening them with our questions.”

According to Ms. Brueggeman, the top three features that made Numara FootPrints Polaris' top choice was the product's web-based functionality, the email notification capabilities, and overall ease-of-administration. Polaris also realized that Numara FootPrints' 100% web-based design would allow the solution to integrate easily within its WAN configuration in order to better serve dispersed agents. Administrators in remote locations, away from the physical server, could also instantly access Numara FootPrints. Numara FootPrints' two-way email management and auto-routing features were also important to Ms. Brueggeman and her team. “In our previous experience with other products, email was hit or miss – meaning sometimes email notification worked and other times it didn't. FootPrints worked from day one, and we have never had a problem with email routing.”

The overall ease-of-administration and access to the system was a primary focus for Ms. Brueggeman and her team. Agents heavily use project administration features to manage their assigned projects. This do-it-yourself project capability for agents allows the company's IS systems administrators to focus on more pressing and strategic assignments.

The Solution

Widely used by nearly 2,500 organizations, Numara FootPrints offers a 100% web-based platform to automate help desk and customer support operations, as well as other business-critical processes. Polaris officials installed Numara FootPrints on a Microsoft® Windows® 2003 server with IIS and SQL databases. The company runs Microsoft Exchange® 2003. Numara FootPrints Dynamic SQL Database Link/LDAP, an add-on for Numara FootPrints software, enables organizations to dynamically access the latest contact records and other data stored in existing relational databases, including Microsoft SQL server, Oracle®, MySQL®, Access, and other SQL-based directories.

“It is great to see all of our agents on the IS staff become a team. FootPrints has unified the group in terms of business processes. Different items that our agents are working on are now more visible to the entire group across multiple locations, and agents can assist each other with common tasks.” – Laurie Brueggeman LAN Administrator, Polaris Industries

Polaris primarily uses Numara FootPrints to power its IS help desk, but has also set-up multiple projects to track initiatives within IS areas. A PC hardware request project within Numara FootPrints allows IS staff to request hardware to be purchased by a separate purchasing team. It provides an easy way for technicians to determine the status of the hardware request whether it is waiting on approval for purchase or waiting for the vendor to deliver the product. The application programming staff has also created several Numara FootPrints projects to track development and performance status, such as what portion of code failed during an unexpected error.

In addition, Polaris is using Numara FootPrints to help manage its Sarbanes-Oxley (SOX) requirements specific to computer account maintenance. Whenever a new employee needs access to Polaris' systems or an employee needs different authority granted, Polaris documents all of these requests with Numara FootPrints. Polaris also manages termination requests, so that accounts are disabled and handled in a timely manner. All account related requests must flow through an approval process, so that they comply with SOX requirements. Monthly account audits are conducted and account history can easily be found within Numara FootPrints. Numara FootPrints provides a full audit trail of all communications and activities associated with each ticket.

Polaris has created multiple projects to track various areas of IS, including networks (WAN, LAN, WLAN, and VPN), software and hardware upgrades, AS400 support, computer programming and application support, computer security, and departmental purchasing.

Polaris also relies on Numara FootPrints' extensive reporting capabilities, to uncover key IS help desk performance metrics, including open ticket volumes, open versus closed tickets ratio, and average ticket-resolution times. Polaris uses Numara FootPrints' custom reports to track individual agent performance, including how many tickets each agent is working on, how many tickets they have resolved, and how muchtime they are recording.

“With FootPrints we are able to monitor the performance of our help desk, and more specifically our agents, by using the customer survey feature,” explained Ms. Brueggeman. “Our process is to send a survey request with every closed ticket. Then, the responses we receive are reviewed by management to determine how we are performing, and where we can improve.”

The Results

Numara FootPrints has helped Polaris organize and optimize its IS support staff across multiple locations, and increase employee productivity by allowing administrators and end users to access the help desk from any location. The company has also maintained its desired staffing levels while improving overall service and support to its growing user base.

Numara FootPrints has also helped Polaris establish baseline performance standards for its agents. “As the performance of our agents has improved, or as the difficulty of tasks increase, we review the baseline and adjust it to reflect the performance levels that management expects from our agents,” explained Ms. Brueggeman. “This sliding baseline has helped agents consistently perform at high levels.”

Numara FootPrints at Polaris

The Results (continued)

Polaris processed more than 30,000 service/support requests within the first year of implementing the Numara FootPrints product. Currently, the company is averaging 2,750 requests each month. More than 45% of all service and support requests are now submitted via email or the Internet, which reduces the required number of agents to man a phone on a daily basis.

"It is great to see all of our agents on the IS staff become a team," said Ms. Brueggeman. "Having FootPrints has unified the group in terms of business processes. Different items that our agents are working on are now more visible to the entire group across multiple locations, and agents can assist each other with common tasks."

Using Numara FootPrints to help manage SOX tracking, Polaris officials now have the ability to quickly and easily produce comprehensive reports and audit trails for all communications and activities associated with each issue entered into the system. This expedites discovery and minimizes compliance risk, as they can quickly and fully document all processes and changes as required by expanding regulations.

See the Numara FootPrints Difference

To register for a one-on-one guided walkthrough, attend a webinar or download a trial, call us at (800) 557-6970 or please visit: www.numarasoftware.com.

About Numara Software, Inc.

Founded in 1991, Numara Software, Inc., (formerly Blue Ocean Software), is a global provider of service desk management solutions for IT and support professionals who need to simplify and gain control over their increasingly complex environments.

The company's two flagship products, Numara Track-It! and Numara FootPrints, make it the service desk management leader in small to mid-sized enterprises, serving IT and support professionals at more than 50,000 customer sites worldwide.

Overall, the Numara Software trusted solutions automate critical IT and support functions, such as service desk automation for internal and external support along with asset management, software patch and deployment, and network monitoring for small and mid-sized enterprises.



2202 N. Westshore Boulevard, Suite 650 ■ Tampa, FL 33607 ■ 800-557-6970

100083 - 0107