



Numara Software's FootPrints Enables Special Olympics to Keep Pace with Growth

Customer

Special Olympics, Inc.

Business Challenge

- Deploy a service desk solution that could centrally manage and track requests
- Implement solution that was email-friendly
- Needed system that could be easily managed by IT staff

Numara FootPrints Products

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

Business Applications

- IT Help Desk
- Event Management
- Legal Department

Key Features for Special Olympics

- Email management
- Reporting Functionality
- Web-based architecture

Business Benefits

- Significant time savings within all departments
- Increased agent and employee productivity

With its global headquarters in Washington, DC, Special Olympics, Inc. (www.specialolympics.org) is an international non-profit organization dedicated to empowering individuals with intellectual disabilities to become physically fit, productive, and respected members of society through sports training and competition. Special Olympics offers children and adults year-round training and competition in 30 Olympic-type summer and winter sports. Special Olympics currently has more than 200 programs serving 2.25 million-plus persons with intellectual disabilities in over 160 countries.

Today, Special Olympics is recognized as a leader in the field of intellectual disability. The organization is a truly global movement, with more than 500,000 athletes in China, more than 210,000 in India, almost 550,000 in the United States, more than 600 in Afghanistan and 4,400 athletes in Rwanda.

The Challenge

With its mission to provide year-round sports training and athletic competition to millions of athletes, in addition to numerous events and conferences, Special Olympics has embraced leading-edge technologies to manage its 150 employees worldwide. The non-profit organization's IT staff had configured Microsoft Outlook using the public folders feature to track a range of different processes. This solution proved to be cumbersome, producing many inefficiencies that hampered business operations. To keep pace with its growing technical support needs, Special Olympics knew it needed to replace its existing process with a centralized tracking system that would automate its service desk activities and enable the IT staff to be more productive.

Numara FootPrints at Special Olympics

The Choice

Josh Crosby, IT Operations Director for Special Olympics, was tasked to lead the search for a service desk tool. "Among the many solutions we evaluated, only one was a perfect fit for our company because of its email-based functionality and reporting features," he said. "Having run our operations via an email-based system, this product offered natural extension while giving us a centralized platform to capture all IT-related activities."

In the summer of 2005, Special Olympics selected Numara Software's FootPrints – an award-winning, web-based service desk solution that includes centralized issue tracking, self-service online, knowledge management, email management, and comprehensive reporting functionality. Used by nearly 2,500 organizations worldwide, Numara FootPrints lets small- to mid-sized enterprises automate their help desk and customer support operations, as well as other business-critical processes.

Special Olympics seamlessly deployed Numara FootPrints on the organization's Windows 2003 and SQL Server 2000 platforms. "Our web developer had absolutely no issues installing FootPrints and I was able to quickly create the initial service desk project, as well as a few others," Crosby noted. "We were up and running in less than a day – it was truly a simple process for our staff to deploy."

The Solution

Supporting the organization's employees, Numara FootPrints is primarily used to track and manage all IT-related support issues, such as software applications and network problems. In addition to phone and drop-bys, employees and volunteers can now submit requests via email and the Internet, making it even easier and faster to process technical issues. Leveraging the system's multi-project capabilities, Special Olympics has expanded Numara FootPrints to support other departments and their respective business processes. Special Olympics currently maintains six active projects within Numara FootPrints for its IT help desk as well other operating departments.

"For the other departments, they are using Numara FootPrints as a comprehensive task management system that allows users to login and check the status on projects, activities, etc., all via the web-based system, regardless of their location," Crosby said. "With a global operation that supports many different events, users all over the world can access the system and update the activities they are working on. Essentially, Numara FootPrints allows our team to improve inter-agent collaboration and task management processes."

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According to Crosby, the IT staff and other departments have truly embraced Numara FootPrints as a critical tracking tool that is easily customizable for each of the specific projects and business processes being supported. “For example, when we were gearing up for a cricket tournament in India that took place in October,” he said, “the lead coordinator for that event is based in New Zealand and he manages two employees based in India who are responsible for such details as ensuring that all fields will be mowed and contracts are finalized for water vendors prior to the event. So across the world, our employees are tracking activities on an on-going basis to ensure our operations run smoothly. Without FootPrints, it would be difficult to manage multiple processes spanning many different countries.”

Additionally, Crosby and his team are using the Numara FootPrints Dynamic SQL Database Link add-on tool to access data and contact records stored in other applications and databases, such as its SQL Server 2000 platform. This provides the non-profit to leverage its IT infrastructure and expand the functionality of the Numara FootPrints-powered service desk, giving agents more tools and data to improve their support activities.

The Results

In addition to centralizing IT operations and improving business processes, Crosby cites the Numara FootPrints implementation as a key component instrumental in reducing problem resolution. “We definitely recognized a drop off in the number of walk-bys to our IT office since users now have the capability to submit tickets directly to FootPrints for immediate action,” he said.

In addition, Numara FootPrints has provided the organization with customizable reporting features that allows management to view up-to-date information on all business processes.

What's Next?

In terms of the future, Special Olympics is committed to advocating Numara FootPrints within its other business departments to expand optimization. “We are certainly looking at expanding the number of active projects as well as pushing other departments to embrace this technology that has truly improved our organization,” Crosby concluded.

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

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