



My Computer Works, Inc. **Moving from Separate Spreadsheets to an Automated, Centralized Issue Tracking System using Numara FootPrints**

Customer

My Computer Works, Inc.

Business Challenges

- Provide support to a growing customer base
- Provide a single view of the company
- Provide technicians with a central location to submit, track, and manage all trouble tickets

Numara FootPrints Products

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

Business Applications

- Customer service and support
- Level one support for other organizations

Key Features for My Computer Works

- 100% web-based
- Ease-of-use
- Ease-of-implementation
- Reporting

Business Benefits

- Overall visibility into the company's business processes
- Enable business to grow with more efficient and productive technicians
- Ability to determine staffing levels with reports

Founded in 2004, My Computer Works, Inc. provides remote technical support for consumers and small businesses located across the United States. It has established a reputation for providing "immediate, unlimited, friendly, and complete" remote computer support. Customers call the company's dedicated toll-free number and are immediately connected with a technician. Unlike other services, My Computer Works' technicians directly access and fix their customers' computer software. Its basic service covers security (viruses and spyware), Microsoft updates, computer recommendations, and support for Microsoft operating systems and office applications.

The Challenge

To keep track of its daily support operations, My Computer Works used a homegrown system consisting of a document management system and spreadsheets. For each of the company's 2,000 customers, individual spreadsheets were created to track various activities, such as support incidents and requests. The changes to customer specific spreadsheets would then be replicated to each of My Computer Works' 13 field technicians.

Tracking data kept in spreadsheet-based documents was a time-consuming process. Data was often inaccurately recorded and quickly became stale. This impacted resource utilization, productivity, customer service, and profitability.

"With our old process in place, it was extremely difficult to get a single view of the business, and even more difficult to determine what the utilization rates of our technicians were," explained Paul Linden, Vice President of Finance, Operations and Technology at My Computer Works. "To optimize our technical resources, we decided to seek out a centralized service desk solution that would give us visibility into the type and volume of tickets that are generated across our organization."

The Choice

My Computer Works began its search for a new service desk product in December 2005. As part of its evaluation process, the company reviewed a number of different products, including Numara Software's FootPrints®, as well as offerings from BMC, Skywire®, Parature, and RightNow Technologies. Ultimately, My Computer Works selected Numara FootPrints – an award-winning line of web-based service desk automation software known for its signature ease-of-use, powerful workflow engine, and comprehensive customization options requiring no programming, consulting, or training. 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.

“We felt – in terms of flexibility, ease-of-use, and web-based functionality – that FootPrints offered us the best overall value,” stated Mr. Linden. “The product was competitively priced, and it offered more features than any of the other solutions we reviewed. What ultimately made the decision for us was the support and commitment to helping us succeed demonstrated by the entire FootPrints team. We knew that we could count on them – and they haven’t let us down! This was not the case with the other solutions we evaluated.”

The roll-out process for Numara FootPrints was easy, according to Mr. Linden. The company attended a week-long training session at Numara's Edison, NJ office, as well as a two-day course on call center best practices. After this training, My Computer Works was able to get the system up-and-running in a matter of days. After a few weeks customizing and fine-tuning the product, My Computer Works went live with FootPrints on May 1, 2006.

The Solution

My Computer Works currently has three active projects set-up within Numara FootPrints. Their most important project supports My Computer Works' core business with more than 2,000 customers in one centralized project database. Within this project, all activities, such as support requests, incident tracking, and other services to customers are tracked and managed.

In addition to providing technical services to its 2,000 customers, My Computer Works operates as a virtual support center for two other partner organizations. Mr. Linden and his team created separate projects for each of these organizations within FootPrints to track all service and support requests, which come from the customers of these two US-based companies.

“We handle level one support calls, in which both of these organizations outsource their support operations to our team,” explained Mr. Linden. “FootPrints transparently manages these end-user support requests even though there is a different workflow associated with each project - as well as different fields and databases (since the processes and customer records are completely different). FootPrints allows us to easily configure separate projects for each company that we support, along with their respective customer databases, fields, drop-down menus, escalation rules, workflow processes, and reports.”

My Computer Works utilizes the Numara FootPrints Dynamic SQL Database Link to provide the company with real time access to each customer's account status. The FootPrints Dynamic SQL Database Link, an add-on for FootPrints software, enables organizations to

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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.

“The Dynamic SQL Database Link has been an outstanding way of saving time, allowing us to synchronize data across our organization,” explained Mr. Linden. “This add-on module from Numara also allows us to synchronize data with the other organizations who outsource their support operations to us. This tool was another reason why we chose FootPrints over any other solution.”

As a web-based system, Numara FootPrints allows My Computer Works technicians to update the status of customer incidents, close tickets and track time associated with each without having to be in the office. This centralized system eliminates the need to create individual spreadsheets and improves collaboration among the agents. It also provides a facility to create knowledge bases to empower agents to resolve frequently asked questions and problems more quickly. Now My Computer Works has real-time access to the number of tickets in the queue, and can be more proactive in allocating the appropriate resources to address customer needs.

My Computer Works is also utilizing the reporting capabilities of Numara FootPrints. Some of the reports run by the company include distribution of tickets, employee staffing levels, escalation of tickets, etc. “We continuously monitor the distribution of tickets in terms of when most calls are made to our technicians. Running these reports helps us determine the most popular times for calls to be made to the support desk. We then use these reports to determine staffing levels, etc.”

The reports also allow My Computer Works to identify trends in their support operation and most importantly determine how effective the company has been in resolving their customers’ issues. This allows the company to manage the quality of service and customer expectations more efficiently.

The Results

Since deploying Numara FootPrints on May 1, 2006, My Computer Works has processed nearly 10,000 support tickets – over 1,000 calls per month. In the first three months, the company logged more than 2,700 tickets within Numara FootPrints, received from its customer base.

“We realized an immediate benefit with FootPrints in the sense that we now have a single repository to view all of the company’s activities,” stated Mr. Linden. “Our technicians even comment that they now have a single workbench to track issues, view previous incidents, and access common solutions to problems that other technicians have already figured out. It really drives efficiency and productivity across our entire organization.”

In addition, Mr. Linden explains that Numara FootPrints has allowed My Computer Works to “better manage our business to achieve the cost model that we want, as well as the level of customer satisfaction that we work so hard to attain.”

With regards to reporting, My Computer Works now has the ability to capture data in a uniform way, they are able to analyze that data and capture trends. With other products on the market, in order to get the level of functionality that My Computer Works receives with Numara FootPrints, you would have to buy several add-on tools which are cumbersome to implement, manage, and maintain, and are very expensive.

"We wouldn't be able to grow beyond our current size without the help of Numara FootPrints," stated Mr. Linden. "From an infrastructure perspective, we needed a solution that could scale and keep up with our rapid growth. We feel as though we have that with FootPrints."

What's Next?

"We know there is so much more functionality within FootPrints that we currently don't use," explained Mr. Linden. "Our goal is to refine our existing implementation of FootPrints, find out what else we can do with the product, and then leverage it in other areas of our business."

My Computer Works also plans to implement Numara Asset Manager, a module that provides comprehensive, web-enabled IT asset discovery and tracking, and Numara FootPrints Change Management, a module that helps organizations easily manage and automate the change processes.

About My Computer Works, Inc.

Founded in 2004, My Computer Works is a leading provider of help desk and personal computer support services for thousands of small businesses and home consumers nationwide. The company's friendly, US-based support technicians connect directly and securely to your Microsoft Windows PC using a high-speed internet connection to answer your questions and solve your computer problems immediately. With a number of affordable service plans, including one-time services and unlimited support memberships, everyone should be able to say "My Computer Works!" Does Yours?

To learn more or to get immediate, unlimited, friendly, and complete computer help at an affordable price, please contact My Computer Works at 1-800-990-4MCW or visit www.mycomputerworks.com.

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.



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