



## Customer Success Stories University of Colorado Colorado Springs

**UCCS** University of Colorado  
Colorado Springs

### The Business Challenge

University of Colorado Colorado Springs (UCCS), recognized by *US News & World Report* as one of America's Best Colleges, is one of the fastest-growing universities in the United States—enrolling more than 12,500 students and employing 1,600 university faculty and staff.

With record levels of enrollment and focus on high-technology majors such as engineering, Chris Wiggins, IT Help Desk Manager for UCCS, faced the challenge of driving the UCCS help desk to the next level. The help desk received more than 2,000 password reset requests every month. Demand for support and new technology was growing too quickly for basic, informal processes.

It was clear that IT would need to move to the next level to meet future university objectives. Other university departments expressed key customer needs to IT—they required effective solutions to specific business problems, as well as business process automation and high technical integration, to achieve university strategy. "Looking at campus-wide needs," said Chris Wiggins, "it became clear that we could do a lot more with Cherwell Service Management® (CSM) and its integration toolkit."



*"We quickly implemented and went live with Cherwell Service Management. The greatest impact has been the single sign-on, self-service student portal. Plus, the codeless platform enables easy integration with existing systems."*

*Chris Wiggins  
IT Manager*

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## Industry

- Higher Education

## Geography

- North America

## Previous Solution

- ServiceNow

## Quick Wins

- Reduced service requests by 65%
- Built next-generation course system in 3 weeks
- Reduced global computer refresh cycle from 3 years to just 7 months
- Improved integration and configurability—providing higher customer service levels across campus

## The Solution

Implemented in just 3 months, the powerful, highly configurable Cherwell Service Management® ITSM suite delivered a customer self-service portal; solved password reset issues, and allowed IT to quickly automate informal business processes. Once they experienced the success of the CSM implementation on their IT help desk, other university departments requested CSM to address specific business problems. IT quickly responded by creating a custom CRM system to efficiently manage all College of Education students and a next-generation course approval system for the Faculty Resource Center.

"CSM is not just a help desk package—it's a powerful service management platform," said Chris Wiggins, UCCS IT Help Desk Manager. "CSM gives IT the ability to strategically partner with our customers and meet business needs – while leveraging configurability and improving technical integration between departments and across campus."

## The Results

UCCS implemented its first CSM project in only 3 months—driving a dramatic increase in overall IT help desk efficiency. Self-service portal password reset has driven a 65% increase in productivity. UCCS has significantly reduced its global computer refresh cycle from 3 years to just 7 months with CSM. With configurability opportunities created by CSM, UCCS has launched a student technical training initiative for its IT help desk—contributing to university community training and job creation goals.

IT built the next-generation university course approval system for Faculty Resource Center in just 3 weeks, which will allow UCCS to build their next-generation university program—central to the university's strategy. The College of Education has significantly improved its student communications efficiency and effectiveness with its custom CRM system—as well as developing and nurturing an effective new departmental community.

## The Future

UCCS and its IT department are partnering with university customers to configure and implement systems that support high growth and aggressive technology goals. All university departments currently using CSM have plans to expand their system capabilities, and other departments have already requested systems which integrate with existing systems and solve departmental business problems. According to Chris Wiggins, "Our Faculty Resource Center found CSM so effective that they want to move their entire operation into CSM. There's no limits to what we can do with CSM."



## Cherwell Benefits

- Leverage Your Resources with the Industry's Best IT Self-Service Portal
- Manage Your IT Investment with Powerful Business Intelligence Dashboards
- Adapt Quickly Using Truly Codeless Configuration
- Access Anytime, Anywhere via Mobile Browser and Native iOS
- Automate Your Business Processes with Cherwell One-Step™ Actions
- Create a Partnership—At Cherwell, Our Customers Matter More

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SERVICE MANAGEMENT SOFTWARE PLATFORM™

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