



Customer Success Story

Education Networks of America® (ENA)

Overview

Country or Region: United States

Industry: Education

Customer Profile:

Education Networks of America, Inc. (ENA) provides Infrastructure as a Service, broadband, Wi-Fi/LAN, voice, and video solutions to school systems and libraries in 32 states across the U.S. Their suite of services includes:

- Internet access, wide area network (WAN) and Wi-Fi/LAN connectivity
- Hosted VoIP
- Video conferencing and collaboration
- Content filtering, security and firewall
- Instructional, administrative, productivity, and surveillance solutions

All of which are supported with business grade SLA's and with 24x7x365 support.

Business Situation:

ENA was looking for a single application capable of delivering their current requirements for ITSM, Sales & Marketing as well as a platform capable of running multiple Lines of Applications as ENA expands their product portfolio and offers additional services.

Solution:

ENA implemented Microsoft Dynamics® CRM and Provance® IT Service Management.

Solution

AlfaPeople, a Provance Global partner, worked with Education Networks of America (ENA) to introduce Microsoft Dynamics CRM as an overarching platform capable of managing their large scale IT Service Management business and phase out the use of BMC Remedy as well as to replace ENA's existing CRM solution from Salesforce for the national sales & marketing team.

To understand ENA's business requirements, face to face workshops were conducted to determine:

- Current business processes for ITSM, Sales & Marketing
- How ITIL® adoption can help streamline operations
- Services provided and how to structure these in a service catalogue
- SLA requirements
- Reporting requirements

These requirements were translated into Microsoft Dynamics CRM and updates to the Provance IT Service Management solution were made to accommodate ENA's customer centric processes.

To ensure a smooth go live and to answer user questions, end super user and configuration training was conducted. Post go live, AlfaPeople has been able to offer support where needed and to continue the relationship with ENA.



Benefits and Outcomes

Provance IT Service Management powered by Microsoft Dynamics CRM has provided ENA a centralized location for both internal and external service desk, a central platform for additional in-house application development and a great traditional CRM solution for the sales and marketing team.

Since implementing Provance IT Service Management & Dynamics CRM, ENA has been able to provide enhanced SLA functionality ensuring support commitments are met, increase visibility into common issues, and ensure that records are monitored and escalated when breached.

Implementation of a solution based on the ITIL framework has enabled ENA to respond faster, to understand issues, and identify areas of improvement in order to deliver an even better customer experience.

Configuration items can be stored within the system and referenced via any record type such as incident, service requests, changes, problems, kb articles, events, and releases.

Communication with customers has improved as a result of the automatic email functionality and unique references. ENA can now send personalized email updates on status of tickets and resolutions easily and directly through CRM.

Custom built Provance IT Service Management dashboards have helped ENA analyze their weekly support calls and improve service where needed.

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