IT Service Center (ITSC) Solution Generates Significant Performance for Olameter

CASE STUDY

OBJECTIVE

Olameter, a field services and utilities data solutions company desired to streamline the resolution time of IT teams and minimize employee downtime, keeping everyone productive, supported, and engaged. Juggling multiple tools, Olameter requested support from ProV to create a solution to consolidate IT systems.

SOLUTION

The goal was to setup a single platform where Olameter could support all of their client areas seamlessly. To achieve this requirement, the Salesforce ITSC solution was implemented.

It empowered Olameter's IT agents to quickly resolve problems and keep devices secure and compliant, ensuring employees stay productive from anywhere. This incredible tool leverages Tanium's real-time asset management capabilities, which is important for the growth and success of Olameter's business.

BENEFITS

Quickly Resolve Problems
The IT Service center empowered IT agents to quickly resolve problems and ensure employees stay productive from anywhere.

Find Answers to Questions Quickly
The Employee Concierge let employees find answers to questions quickly, with access to knowledge articles and AI-powered recommendations.

Single Connected Workspace
ITSC gave employees a single, connected space to access the apps, resources and information they need to work productively and connect with colleagues.

AT A GLANCE

Challenges

- Using non-cloud based systems
- Poor productivity levels
- Increased resolution times
- Multiple IT systems & tools

Benefits

- Single ITSM platform
- Increased employee productivity
- Improved customer satisfaction scores

"I would highly recommend ProV. Everything ProV has said, they've proved. The team has a can-do attitude, and are very honest. These guys are great and have deep expertise in field service management".

Dennis Block
Olameter, Inc.

Olameter

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