# infraon

# How Infraon ITSM helped MBRSG deliver superior service experiences

## Challenges

- Unable to track service progress
- No clarity of resolution time and ownership
- SLA breaches leading to issues getting escalated
- No analytics on customer SLA compliance and agent-wise productivity data
- Lack of visibility in identifying the root cause of issues
- No real-time tracking of asset usage and expenses
- Unable to track software licenses and expenses

## Why Infraon?

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## Results

- <75% higher agent productivity
- 25% - 50% reduced costs on annual IT spend
- 50% - 75% increase in organizational compliance

## About the client

The Mohammed Bin Rashid School of Government (MBRSG) was established in 2005 under the patronage of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, the Vice President and Prime Minister of the UAE and Ruler of Dubai. As the first institution in the Arab world dedicated to the study and research of governance and public policy, MBRSG is committed to preparing future leaders to navigate the complexities of public administration throughout the region.



## The need

The client required a streamlined approach to handle ITSM-related queries, which were previously managed through emails, calls, and messaging applications. A   solution was needed to monitor service progress, provide clarity on resolution times and ownership, and ensure adherence to Service Level   Agreements (SLAs) to prevent issues from escalating.

The client also sought analytical capabilities to assess customer SLA compliance and measure productivity on an agent-by-agent basis. Improved visibility into the root causes of issues was required to enable better problem-solving. The ability to track asset usage and expenses in real time was also important to optimize resource management and financial planning.

Next, they wanted a system to manage the tracking of AMCs and renewals, reducing the risk of service interruptions. Reducing the volume of manual work associated with auditing, coupled with capabilities to track software licenses and expenses, was also crucial for the client to enhance operational health and compliance.

## Solution

The client leveraged Infraon ITSM, a SaaS-based unified ITSM module, which streamlined the management of IT service queries previously handled through less efficient methods. It offered a framework for tracking and managing IT services, enhancing operational control and service delivery.

An advanced self-service portal was introduced for end users, reducing dependency on direct IT support and allowing users to resolve common issues independently. The availability of a mobile app enabled on-the-go management for IT staff – resulting in quicker responses.

Infraon ITSM also came with analytics-rich dashboards, which gave clear visibility into agent workload. It enabled better resource allocation so that no single agent was overwhelmed, thus maintaining a balanced workflow. It provided detailed insights into issues, which made it easy to track down root causes and resolve issues.

Multi-profile SLA management was another key feature, which helped customize SLAs to cater to the needs of various user groups.

Tracking agent performance also became straightforward, creating an environment where continuous improvement was encouraged and facilitated. Plus, adherence to SLA compliance was rigorously maintained and validated through detailed audit reports, ensuring that the organization met both internal standards and regulatory requirements.



## Benefits

- Single vendor solution - no more multi-vendor support problems
- One tool to monitor the entire infrastructure
- Focused on continuous improvement of critical processes
- Ability to automatically create and close auto tickets