

# NEW RESOURCES CONSULTING

## CASE STUDY CENTRALIZED TICKETING

## TECHNOLOGIES ERP SYSTEMS

## INDUSTRY APPLICABLE TO ALL INDUSTRIES

### CHALLENGE

Our client, a large organization managing Oracle Cloud issues and enhancements across ERP and HCM modules, faced several operational challenges. They struggled to prioritize and allocate resources efficiently. Without a single ticketing system guiding progress from request to resolution, management relied on manual processes, including spreadsheets and multiple meetings, which hindered progress tracking and cost control measures.

### OBJECTIVE

We implemented a centralized ticketing system to provide immediate insights into system-related requests and issues. The solution also aimed to simplify resource allocation, automate reporting, enhance visibility for management, simplify the process for end-users, and support team adoption.

### TICKETING SYSTEMS

#### MULTIPLE

- ✓ Multiple Input Sources
- ✓ Outdated Information
- ✓ Reporting Inaccuracies
- ✓ Difficulty Managing Resources

#### CENTRALIZED

- ✓ One Input Source
- ✓ Real-Time Reporting
- ✓ Accurate
- ✓ Simplified Resource Management

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For more than 30 years, we've been providing business and technology consulting services for enterprises of all sizes. Our mission is "improvement through technology" and we want to provide companies with technology and services that enable employees to work better and smarter.

**MARK GROSSKOPF** | Owner & CEO | New Resources Consulting

# SOLUTION

New Resources Consulting engaged in a multi-pronged solution approach to ensure improved efficiency and usability of the new system. Leveraging a ticketing system already in place, we implemented a streamlined process for request submission through resolution. Tasks would be autogenerated and assigned to proper teams based on a predefined workflow. Approvals were in place to prioritize and migrate changes to production.

## Custom Form

- ✓ We designed a custom form for ticket creation using the client's existing ticket management software, ServiceNow. The form was a single entry point for capturing essential data related to requests and issues.
- ✓ The form also contained prompts to guide users to training materials, security access request forms, and other relevant resources to reduce the need for additional tickets.

## Automated Workflow

- ✓ Upon ticket creation, the system auto-populated attributes based on user responses to questions through a pre-defined mapping process. (i.e., impacted area mapped to the Assignment group)
- ✓ Workflow rules routed requests to the appropriate functional teams for initial assessment based on the workstream-impacted question.
- ✓ Functional teams modified ticket attributes, initiating subsequent actions according to predetermined rules.

## Resource Allocation and Prioritization

- ✓ An approval stage was introduced for resource-intensive activities (e.g., development tasks). High priorities received immediate attention.
- ✓ Subtasks were automatically generated and assigned based on ticket type and attributes. For instance, when a request moved to the "build" phase, the development team was assigned a corresponding task.

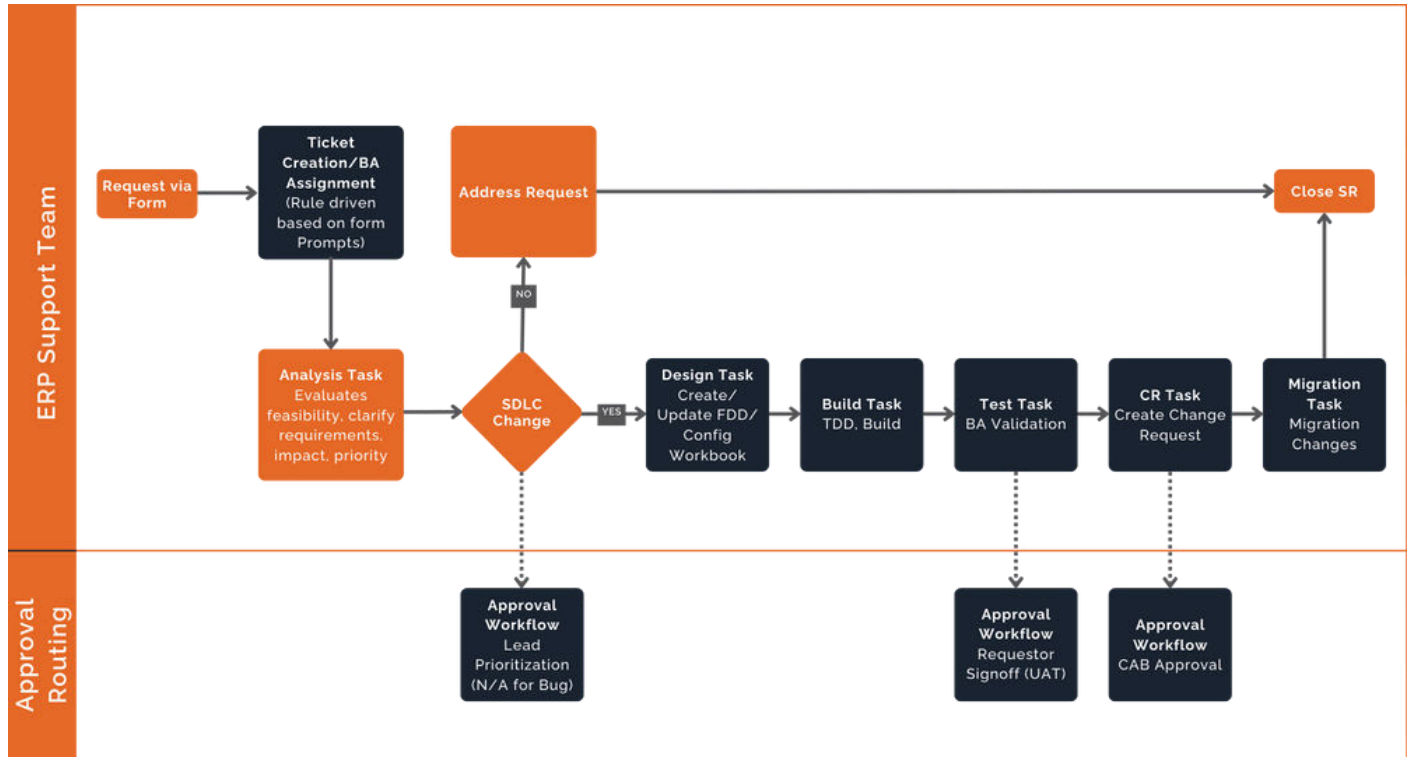
## Integration and Reporting

- ✓ The solution seamlessly integrated with existing processes, ensuring minimal disruption.
- ✓ Reporting was automated, eliminating manual intervention and providing real-time insights to management.
- ✓ Teammates managing tickets could easily see what was in their queue, top priority, or past due.

## Enhancement Issue Request Form

All issues and requests are initiated via these forms and autogenerated into tickets in the ticketing systems. Tickets are assigned automatically when created, and attributes within the ticket will be editable to drive workflow, task creation, and effective reporting.

# SERVICE REQUEST PROCESS FLOW



## RESULTS

The implementation of a centralized ticketing system significantly transformed the enterprise's issue management and resource allocation. By minimizing manual data entry and leveraging automated workflows, issue resolution became faster and more efficient. The system enhanced visibility, providing management with real-time insights to track progress and make informed decisions. Efficient resource allocation and automated reporting led to cost savings and data-driven budget management. User satisfaction improved as the intuitive system simplified tasks and reduced frustration, fostering better collaboration. Overall, the centralized ticketing system delivered substantial efficiency gains, cost control, and enhanced user experience.

### Improved Efficiency

- Reduced Manual Effort
- Faster Issue Resolution
- Resource Allocation Optimization

### Cost Control

- Efficient Resource Allocation
- Automated Reporting

### Enhanced Visibility

- Comprehensive View
- Transparency

### User Satisfaction

- Intuitive System
- Reduced Friction

New Resources Consulting's expert staff and strategic software partnerships make these results achievable for organizations of all sizes and industries. By leveraging our experience and cutting-edge solutions, we can help you streamline processes, enhance visibility, and improve overall efficiency. Let us transform your enterprise with tailored, impactful strategies and tools.