

2015 Awards for Customer Excellence Honorable Mention



Behrouz (Bruce) Hekmatnia, AIDS Healthcare Foundation

AIDS Healthcare Foundation increases employee satisfaction and productivity with HP Service Anywhere

Service & Portfolio Management

High-level overview: Using HP Service Anywhere, AIDS Healthcare Foundation realized the following benefits:

- Increases end-user satisfaction with fast IT SLA response-time
- Greater system availability through improved CM processes helps employees better serve the AIDS community
- Self-service capability empowers end-users to create own tickets, shop for items, and utilize knowledge-base which increases productivity
- Supports centralized management of service and support lifecycle
- Lower service calls by about 1,000 tickets annually due to end-user ability to resolve issues
- Supports proactive analysis of IT issues and enables IT to design processes to prevent future issues, improving uptime and increasing productivity
- Production environment change management prevents un-approved changes and downtime, and increases system stability
- Service Catalog enables users to choose items needed and create reliable fulfillment processes and approvals
- Accurate reporting and dashboarding provides request and incident history, and complete audit history in support of HIPAA and non-profit regulations
- Automatic incident alarms allow visibility of unfinished ticket items, ensuring productive management of IT staff and completion of SLAs in timely manner

- Supports standardizing and automating service processes
- Increases accountability and provides complete audit trail
- Allows measurement of Key Performance Indicators

Company: AIDS Healthcare Foundation (AHF), a nonprofit, tax-exempt 501(c)(3) organization, is a global organization providing cutting-edge medicine and advocacy to over 415,000 patients in 36 countries.

Contact: Behrouz (Bruce) Hekmatnia, Director, IT Service Management at AIDS Healthcare Foundation. Hekmatnia manages support of 2,000 users in 68 locations within the U.S. and 36 countries globally.

Business goals: Automate and enhance IT service processes and management to create and maintain a high level of end-user satisfaction and productivity.

HP Software implemented: HP Service Anywhere.

Benefits: Creates detailed descriptions of events, outages, requests, and speed-of-delivery which can be tracked and reported accurately. Chat functionality helps end-users solve issues themselves. The solution saves about \$10-15K annually in IT hours through end-user resolution of some issues; ensures unified service and support; and supports user feedback surveys for good IT communication.



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