



## Travel and Transport

Travel and Transport Increases Efficiencies and Productivity with BMC Software

### TRAVEL AND TRANSPORT

**Geography**

North America

**Industry**

Services

**Business Need**

Travel and Transport wanted a service desk product that provided real-time remote query and inventory capabilities, along with the ability to remotely administer PCs and report help desk activity levels.

**Solution**

BMC Magic Service Desk Suite (a previous version of BMC® Service Desk Express Suite) meets all of Travel and Transport’s requirements, including ongoing ease of maintenance.

**Results**

- > Reduces support call resolution time by 87 percent
- > Maintains eight to nine times the number of users and PCs with the same staff
- > Increases customer satisfaction and the visibility and value of IT

Corporate travelers throughout the United States depend on Travel and Transport for business travel management and loyalty solutions programs, as well as meeting, incentive, and vacation planning. The company prides itself on its knowledgeable staff, and is dedicated to providing customers with outstanding customer service, leading-edge technology, and customized travel solutions. At Travel and Transport, better computer support for travel experts within the company means better travel services for customers.

**THE NEED FOR A COMPREHENSIVE SERVICE DESK SOLUTION**

Travel and Transport relies on its reservation systems to meet the travel management needs of its customers. For years, the company used mainframe computers and terminal screens, supplied by a third-party organization, and a dedicated line connected each site. In 2000, when those contracts neared expiration, the Travel and Transport Information Services Department determined that its IT systems needed to include more modern capabilities, such as file sharing, Internet browsing, and e-mail. “We had a problem because our hardware was just about obsolete,” says Tim Krueger, general manager of information services at Travel and Transport. “So, we set out to replace the network and all of the workstations at the same time. We also changed from a token ring architecture to an Ethernet architecture deployed in a VPN, or virtual private network, to about 85 sites across the country.”

Prior to the system overhaul, the four-person help desk had only a few services to support, and subsequently, focused on approximately 100 company-owned PCs. Resolution of application-related calls averaged two hours, and the IT organization wanted a solution that would facilitate a much faster response time. The Information Services Department anticipated that when the new infrastructure was deployed, support requirements and the volume of calls would increase approximately 10 to 12 times beyond previous levels. In fact, it increased 20 times.

“We knew that we couldn’t just add an extreme amount of people to support as many as 800 PCs — 800 additional users — and expect a positive return on investment,” Krueger says. “Before we decided we could replace our hardware, we needed to come up with a way to support the users without significantly increasing the number of help desk staff.”

**SELECTING BMC MAGIC SERVICE DESK SUITE**

The Travel and Transport Information Services Department wanted a service desk product that provided real-time remote query and inventory capabilities. Next, the organization needed the ability to remotely administer the PCs, as well as a way to report help desk activity levels and justify the need for additional personnel. “Employees are the number one cost associated with running our business,” Krueger explains. “So when you try to either justify the current employees or ask for additional employees, you’d better have all of your ducks in a row. We had no statistics before.”

Travel and Transport used a weighted scale to compare these criteria, as well as to compare ease of maintenance, price, industry presence, the viability of each company, and finally, ease of deployment. When the company chose BMC® Magic Service Desk Suite, ease of maintenance stood out as an influential attribute. “It fit all of the requirements that we had established,” Krueger says.

His team found the BMC Magic Service Desk Suite interface to be more user friendly than other systems, reducing the learning curve. "The ability to change the interface as we needed to suit our particular company was also a major advantage," he adds.

#### EASE OF IMPLEMENTATION

When the number of PCs at Travel and Transport increased from 100 to more than 800, the Information Services Department added two people to its help desk staff and deployed BMC Magic Service Desk Suite to support users in the new environment. The ability to access the software through a Web browser proved particularly useful. "We could bring up a screen from anywhere in the building, or anywhere in the network, and check on calls," says Ron Johnson, network support team lead at Travel and Transport.

Johnson attended a one-week course and then set up BMC Magic Service Desk Suite in a month. Travel and Transport also implemented the BMC® Magic Desktop Automation Suite (a previous version of BMC® Configuration Manager Express) to help manage IT inventory and assign hardware and software to users. The company needed new purchasing agent software, so it customized the purchasing request capabilities in the BMC Magic Service Desk Suite, adjusted the database, and exported the inventory and purchasing data into the solution.

BMC Magic Service Desk Suite has had two major upgrades since Travel and Transport first implemented the software. "Every time I've performed the upgrades and interim fixes, they've gone flawlessly," Johnson says.

#### SUPPORTING AN 800 PERCENT INCREASE IN USERS AND REDUCING CALL RESOLUTION TIME

The Travel and Transport help desk receives an average of 34 calls per day. Although this number is roughly double the calls received when the company used mainframe computers, the help desk now supports company-owned hardware and four times the number of software applications. Since deploying BMC Magic Service Desk, the help desk resolves queries in 10 to 15 minutes — a significant decrease from the earlier average of two hours per call. This has increased productivity for both the support team and the end users.

The greater productivity achieved by the help desk allowed Travel and Transport to reduce operating expenses. The department monitored its help desk statistics and discovered it could maintain eight to nine times the number of users and PCs with the same staff. The help desk, which grew from four to six people to support the new computing architecture, recently returned to a team of four.

The capabilities available through BMC Magic Service Desk Suite have helped the department in other ways. "We are primarily a service-styled organization, and service level agreements, or SLAs, are becoming more and more important," Krueger says. "The reporting and the ability for us to drill in and isolate incidents have really helped us to prove our SLAs." The help desk has further improved its SLAs by monitoring and tracking open tickets, and by using the remote control capabilities of the software.

Meanwhile, user expectations have grown. "If we don't get to a call right away, sometimes our users are a little disappointed. They're pretty used to us solving their problem quickly. BMC Magic Service Desk helped to increase the value of IT and the help desk to our customers," Krueger says.

#### MAINTAINING LICENSE COMPLIANCE AND REDUCING SPENDING

BMC products also have assisted Travel and Transport in maintaining licensing compliance and reducing overall spending. Because the Information Services Department now handles all of the user initiatives and has centralized technical purchasing, the organization can better align software and hardware purchases with business needs. "I don't have a hard-dollar figure, but that has definitely helped us maintain and reduce our budgets," Krueger says. When Travel and Transport replaced its computing architecture, the company started to more fully realize the advantages associated with a true technical architecture. "A lot of our decision makers and our CEO now are very understanding of the benefits of technology. In the industry itself, technology has become one of the major factors in which our company excels," Krueger says.



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Tim Krueger  
General Manager of Information Services  
Travel and Transport

#### Key Products Used

- > BMC® Magic Service Desk Suite (a previous version of BMC® Service Desk Express Suite)
- > BMC® Magic Desktop Automation Suite (a previous version of BMC® Configuration Manager Express)

#### About Travel and Transport

Founded in 1946, Travel and Transport is now the sixth largest travel management company in the United States. The employee-owned company has experience in multiple facets of the industry.

#### About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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