

CACI IMPROVES HELPDESK OPERATIONS, TRANSFORMS OTHER CORE IT PROCESSES WITH SERENA SOLUTION

“

With the Serena solution, we are able to automate what we are actually doing. We don't define our processes by the tools we use, but by the way we want to do business.”

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Tyson Faircloth
Program Manager, CACI

ABOUT CACI

CACI provides professional services and IT solutions needed for defense, intelligence, homeland security, and IT modernization and government transformation. With over 13,700 employees across 120 locations, CACI is among the largest U.S. government contractors and is a member of the Fortune 1000 largest companies.

CHALLENGES TO INTEGRATE AND IMPROVE HELPDESK OPERATIONS

Supporting customers like the Army Reserve Engineers demands detailed tracking and responsiveness to helpdesk requests. Over the years, CACI had implemented four different applications to manage ticket tracking, defect management, enhancement requests, and project workflows. While each application brought improvements, overall data sharing was inadequate, often resulting in incomplete status updates. There were tickets that had been resolved but the user had not been properly notified, and defects that required multiple tasks to correct without clear accountability for each step.

Improving accountability and enhancing collaboration was CACI's goal. Integrating and automating the various helpdesk components would add traceability throughout the process with instant status reporting, detailed history tracking, and clear relationships among the

various tasks. “We were jettisoning four different applications that did not ‘talk to each other’ very well, in favor of one centralized application that did,” said Tyson Faircloth, Program Manager at CACI. The improvements in team communication would also raise productivity and enforce business rules.

CACI decided to look for a system that could replace its mix of purchased and homegrown applications. After using Serena Business Manager (SBM) to design and implement a few processes, CACI engineers began to see significant potential for operational benefits, both internally and with their customers.

SERENA SOLUTION GROWS INTO MANY KEY PROCESSES

After CACI put its first Serena-based helpdesk solution into operation, its customers saw the obvious benefits for themselves. One of the biggest selling points is the fact that the applications are accessible from anywhere. Most customer applications are hosted within the confines of a secure network, and inaccessible from other networks – even from another secure government network. The Serena solution offers a secure web-based interface that is accessible from anywhere with Internet access, including handheld devices, with no client software to install. Existing directory services or smart cards handle user

EXAMPLES OF PROCESSES ENHANCED AND AUTOMATED:

- Database change requests
- Travel approval and expense tracking
- Candidate interview management and on-boarding
- Training requests, progress, and completion reports
- Helpdesk issues, defect management, and status reporting
- A wide range of government processes, including maintenance workflow, real estate acquisition and disposition, contractor management, and government furnished equipment purchasing

authentication, with multiple levels of access. The switchover was a positive experience, with at least half of the users comfortable with the new system within two days, and the remainder within two weeks.

The Serena solution readily connects to different data sources with Web services, making it easy to leverage resources inside and outside the organization. For example, automatically sending proposals to a supplier's quote request system, putting approved purchase orders directly into an order management system, and getting back purchase order numbers or other task identification to retain links between the tasks.

SERENA SOLUTION INCREASES ACCOUNTABILITY AND TRACEABILITY

After implementing the first four workflows, CACI and its customer saw the potential for broader deployment. "We never intended to go past the first four workflows, but we saw how easy it was to do that and how any business process could be automated," said Tyson. Where appropriate, processes are extending and integrating directly with customer applications and data. SBM is becoming one of the most significant growth areas for CACI's business, as customers realize the benefits of easier enforcement of business policies, increased accountability, and enhanced tracking and task history.

Automating processes with Serena not only avoids user resistance, it also makes it easier to enforce business process rules. For example, expense report policies are automatically applied, violations flagged, and sent to the appropriate person for

approval and payment. As Tyson observed, "We saw that processes were not being followed in a standard fashion across the team, but all the ones we released with the Serena solution were."

Using the Serena solution, accountability for each task is directly and clearly attributed to the owner. Organizations need information on historical activities, for auditing, and retaining intellectual capital. Tyson remarked that, unlike emails, which are archived on individual desktops and may omit key people, "even if you weren't in the chain, you could see its history."

As areas for improvement are identified through user comment or historical analysis, workflows can be modified quickly and easily. "Our motto is months, not years, to release major workflows; and days, not weeks, to add fields or minor modifications," Tyson concluded.

ABOUT SERENA

Serena Software provides solutions that orchestrate application delivery, IT operations and business processes for the Global 2000. Serena's mission is to help enterprises orchestrate their world. Its 3,000 active enterprise customers, encompassing almost one million users worldwide, have made Serena the largest independent ALM vendor, and are now using Serena to orchestrate IT service management and many other processes. Headquartered in Silicon Valley, Serena serves enterprise customers from 29 offices in 14 countries. Serena is a portfolio company of Silver Lake Partners, the leader in private investments in technology-enabled industries. For more information on Serena, visit <http://www.serena.com>

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