

70%

First call resolution

5

Campuses supported

38,000

Staff, students, faculty, and retirees supported

New Mexico's flagship university eliminates siloes, improves service quality, and elevates efficiency through service desk consolidation



Business Challenge

The University of New Mexico's (UNM) IT department is not immune to financial challenges. Like many public institutions, they've had funding reduced in the past few years, and the message has been clear: do more with less. With so many people to serve and a tight budget to consider, the IT team decided to retire two separate ITSM solutions in exchange for a single, more cost-effective solution. In addition, the goal of unifying all existing IT on campus required breaking down silos that had developed over time. The desktop team, the server team, the network team, and others had grown apart, and a single unified solution was expected to glue them back together with better knowledge sharing between teams.



"There is a DIY element to Cherwell that we love. You don't need highly skilled developers and resources to make changes to the system."

TJ Martinez, Director of Customer Support for Core Information Technologies

The Cherwell Solution

In choosing Cherwell Service Management, the IT team looked to empower all staff to work from one system, managing processes and data from a single source of truth—essentially working in every possible way to be more efficient. Beyond IT service management, Cherwell's IT Project Tracking (ITPT) solution is used to manage operations and maintenance for the entire information services organization. UNM can create projects, quickly identify all tasks associated for decision support, and get a comprehensive picture of what teams are working on. Additional cost savings have been experienced by implementing an IT self-service portal where users can log their own IT issues, research solutions, and take advantage of automation—minimizing calls and emails to the service desk.



Business Impact

- Cut costs with concurrent licensing for student workers (IT can support 290 system users with just 95 licenses)
- Made significant advancements in IT's ability to deliver more services and projects
- Increased customer satisfaction to an average of 4.5 out of 5.0