College of Marin

» BMC Track-It! streamlines efficiencies and helps manage budget at the College of Marin

BEFORE

» Better manage assets; increase efficiencies, reduce redundancies and cut costs

» Automatically manage software licenses to ensure compliance

» Improve end user satisfaction through better communication between IT and end users

» Create a consistent process for purchasing of inventory

AFTER

» Enabled IT department to cut costs by streamlining efficiencies

» Ensured compliance to regulatory standards

» Proved the value of IT to the business

» Improved end user satisfaction

COLLEGE OF MARIN

GEOGRAPHY
North America

INDUSTRY
Education

SOLUTIONS
BMC Track-It!

The College of Marin used BMC Track-It! to increase visibility into the IT environment and help manage budget reductions. The IT department used the solution to help manage assets, software licenses and resources in order to better demonstrate the value IT brings to the overall organization.

The College of Marin is a two year community college located in Marin County, California. Founded in 1926, approximately 10,000 students enroll at the college each semester. It has earned a reputation as a quality educational institution providing a pathway for achievement and success for students of all ages and all walks of life.

INCREASE EFFICIENCIES AMIST BUDGET CUTS

Public universities and colleges in California have faced severe budget cuts over the past few years. California community colleges, in particular, have been hard hit with an additional $149 million budget cut in February 2012.

In reaction to these budget cuts, System Support Administrator at the College of Marin, Maryann Kaehler was tasked with reducing her budget and increasing efficiencies. Kaehler needed a solution that could better manage assets, inventory and software licenses.

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"Because our budgets were constantly being evaluated and potentially cut, we were always looking for ways to increase efficiencies," said Kaehler. "I needed a solution that would provide complete visibility to help me appropriately allocate my IT resources."

"Before using BMC Track-It! we used Excel spreadsheets to track and manage our assets. As you can imagine this was a very time-consuming method," said Kaehler. "And, before BMC Track-It! no one was managing software licenses!"

Using only Excel spreadsheets and notes here and there, Kaehler and her team struggled to manage the IT needs of 10,000 students. Before BMC Track-It! the IT department cobbled together a complex process for submitting and tracking requests and managing software licenses which often led to frustration for IT and end users. Further, with no process in place for shipping and receiving inventory, assets were often misdirected or lost once shipped. The department desperately needed a solution that was easy to use by both IT and end users.

"It [BMC Track-It!] has given us a better view of our environment and has allowed us to be more efficient, keep track of redundancies, make better use of our staff and spend money more wisely."

MARYANN KAEHLER
SYSTEM SUPPORT ADMINISTRATOR

INCREASED VISIBILITY INTO IT ENVIRONMENT
Kaehler and her manager decided that BMC Track-It! would be a perfect solution. Kaehler used BMC Track-It! in another company and was very happy with its capabilities and performance. Her college IT manager was impressed with its broad capabilities and its price compared to other solutions.

"BMC Track-It!'s customer service is unparalleled in the industry," said Kaehler. "I had no trouble convincing my manager to purchase BMC Track-It! I knew he would not be disappointed with the customer support as well as the reasonable pricing for what you get with BMC Track-It!.

Kaehler deployed BMC Track-It! across all labs and classrooms within the college. She added the asset retirement functionality to BMC Track-It! Inventory to help manage all assets, including computers, switches, portable devices, and more which allowed her to keep electronic records of these assets well after retirement.

"The ability to easily retire assets and re-allocate software licenses is absolutely wonderful," said Kaehler. "Finally we can easily keep historical records to ensure greater asset control, efficient compliance and improve reporting. We are getting our money's worth. And best of all, we don't have to use a spreadsheet anymore!"

Kaehler also uses BMC Track-It! Email Conversation Management to capture all email conversations between users and technicians. "The email conversation management feature has saved my sanity," said Kaehler. "All the information we need is in one place. Now that we no longer have to search through old emails we can simply append and process work orders as soon as we receive them."

IMPROVED EFFICIENCIES, END USER SATISFACTION AND REDUCED COSTS

"BMC Track-It! has made us very smart," said Kaehler. "It has given us a better view of our environment and allowed us to be more efficient and keep track of redundancies. Best of all, staff time and money is used more wisely!"

The solution has also improved efficiencies tracking inventory, allowing items to get routed more quickly.

"Thanks to BMC Track-It! our inventory model is now perfect," said Kaehler. "The software allows us to know when exactly technology is being purchased, shipped and received. The entire process is tremendously more efficient."

LOOKING AHEAD

"BMC Track-It! has done it right," said Kaehler. Every dollar has been well-spent and the solution just keeps getting better."

Going forward, the College of Marin will explore new opportunities to cut costs and streamline efficiencies using BMC Track-It! The organization is in the process of going wireless and once this is complete, Kaehler plans on using BMC Track-It! On the Go and BMC Track-It! Web to help manage work orders anywhere.

"BMC Track-It! has done it right. Every dollar has been well-spent and the solution just keeps getting better."

MARYANN KAEHLER
SYSTEM SUPPORT ADMINISTRATOR

ABOUT THE COLLEGE OF MARIN

Established in 1926, College of Marin is one of 112 public community colleges in California accredited by the Western Association of Schools and Colleges. There are two campuses to serve you in beautiful Marin County. The Kentfield Campus is located approximately 11 minutes north of the Golden Gate Bridge at 835 College Ave. in Kentfield. The Indian Valley Campus is located minutes away on a spectacular 333 acre site on Ignacio Blvd. in Novato, CA. Approximately 10,000 credit and noncredit students enroll each fall and spring semester. Nearly 6,000 students annually take advantage of the College's many outstanding community education and community services classes. The College has earned a reputation as a quality educational institution providing a pathway for achievement and success for students of all ages and from all walks of life.

BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.

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