



## COMPANY

**Name:** National Heart Foundation of Australia  
**Location:** Australia  
**Industry:** Health  
**Users Supported:** 300+ (staff & volunteers)  
**Website:** [www.heartfoundation.org.au](http://www.heartfoundation.org.au)

## SOLUTIONS

HEAT Help Desk

- Incident
- Self-Service
- Service-level Management

## BUSINESS BENEFITS

- Improved IT service levels
- Aligned internal IT processes with ITIL
- Improved visibility of 'big picture problems'
- Created a single view of information

## RESULTS

- Creation of internal IT processes
- Improved staff productivity and workload management
- Framework to identify root cause of problems and minimise reoccurrence of incidents
- Improved reporting capabilities



# National Heart Foundation of Australia

## THE HEART FOUNDATION PRIORITISES IT WORKLOADS & IMPROVES REPORTING WITH HEAT ITSM

### Customer Summary

The Heart Foundation saves lives and improves health through funding world-class cardiovascular research, producing guidelines for health professionals, informing the public and assisting people with cardiovascular disease.

While the Heart Foundation's work over the past five decades has helped reduce the number of deaths, cardiovascular disease remains one of Australia's most devastating health problems.

As a charity, the Heart Foundation relies on donations and gifts in Wills to continue its lifesaving research, education and health promotion work.

The Heart Foundation operates a centralised IT service desk to provide support to over 300 staff and volunteers in 12 offices located in every state and territory across Australia.

### Challenges

Given the scope and nature of the work carried out by the Heart Foundation, and its dispersed organisational structure throughout Australia, IT plays an integral role in how the organisation operates on a day-to-day basis.

Among the challenges faced by the Heart Foundation from a technology perspective was the ability to provide a streamlined and consistent support experience for all staff, regardless of their location or IT knowledge.

The existing service management tool did not have the capability to deliver this and provided only basic reporting functionality.

Commenting on the organisation's legacy system, Alan Arthur, National IT Manager for the Heart Foundation said, "Our previous system had very limited reporting capabilities meaning we were not able to drill down into call statistics to identify trends which would highlight particular areas for attention and improvement. Additionally, it did not align with ITIL® processes and was difficult to customise for new business processes and software applications."

## Solution

Following a competitive tender, the Heart Foundation chose FrontRange's HEAT ITSM solution.

HEAT ITSM is based on a modular framework. It consists of nine pre-integrated modules that allow companies to choose the functionality that best suits their business needs. All HEAT ITSM modules share a common architectural platform, including a reporting and analytics dashboard, business process automation, multi-tenant data structure and integration platform.

Entirely aligned with ITIL best practices, the common platform approach in HEAT ITSM reduces the complexity of the IT infrastructure, lowers total cost of ownership (TCO), and streamlines business processes.

The Heart Foundation works with FrontRange partner Infinite Technology Solutions, who assisted the Heart Foundation with their initial implementation of the solution, and also provide ongoing support and maintenance.

“Because of the way HEAT ITSM links incidents and their underlying problems, we can easily provide updates to all users who have corresponding incidents, rather than having to keep manual notes on who needs to be contacted when a problem is resolved”

Alan Arthur  
National IT Manager

Commenting on the organisation's engagement with Infinite Technology Solutions, Mr Arthur said, “Infinite has some great technical people who are extremely knowledgeable about the solution and understand how to configure ITSM to best support our business processes. Their knowledge of the ITIL framework also ensures that we maintain ITSM in alignment with service management best practice.”

The Heart Foundation was particularly impressed with the capabilities offered by the HEAT ITSM solution, including the ability to select those modules that best suited their business needs at the time of implementation and then purchase additional modules as their Service Desk capability matures.

Commenting on HEAT ITSM, Mr Arthur said, “We leverage a number of modules including incident, problem and change management, as well as the self service module.”

## Self Service

When implementing ITSM, the Heart Foundation realised that the automation capabilities of the solution, such as the self-service module, would allow the Service Desk to operate more efficiently and provide the best possible interaction with staff and volunteers.

“Approximately 50% of all incidents and requests are logged via the self service module, which allows our users to log their own calls directly and track any updates via a portal rather than having to telephone the Service Desk for updates. This allows the Service Desk to deliver a very high rate of fixed-on-first-contact calls.”

## Incident & Problem Management

The Heart Foundation also relies heavily on the Incident and Problem Management modules of the solution, which they operate concurrently.

“Because of the way ITSM links incidents and their underlying problems, we can easily provide updates to all users who have corresponding incidents, rather than having to keep manual notes on who needs to be contacted when a problem is resolved.”

## Change Management

The Heart Foundation also utilises the Change Management module of HEAT ITSM. The Change Management module has provided the Heart Foundation with a tool to manage, track and optimise change requests, and is an integral component of their Information Security framework.

“The ITIL aligned change management processes of ITSM give us a traceable path for each change, and simplify our Information Security evidence requirements for any audits.” said Mr Arthur.

## Benefits

Since implementing HEAT ITSM the Heart Foundation now has a single view of information across all IT related activity. It has provided significant improvements to the delivery of IT services and greater understanding of underlying IT issues as they arise.

The alignment of HEAT ITSM with the ITIL framework has also enabled the Heart Foundation to develop its own internal processes to log, assign, escalate and resolve issues using the Incident Management module; it can also investigate recurring issues by identifying the root cause of problems using the Problem Management module.

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“The reporting functionality has been a core benefit of the FrontRange ITSM solution. It has allowed us to identify underlying problems and also measure the ongoing service levels of our IT capability. HEAT ITSM has ultimately fostered a much more efficient IT operation throughout our organisation”

Alan Arthur  
National IT Manager

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“Using these two modules either concurrently or independently has enabled us to more effectively distribute and allocate incidents to relevant team members throughout the organisation. We can track incidents in a more controlled way and ensure specific jobs are closed.”

The Heart Foundation's IT department has also developed a number of business-critical Change Management Processes since introducing HEAT ITSM, ensuring that business goals and IT services are in constant alignment.

“We have developed our own standardised process and procedures through change management, which has enabled us to support our broader business goals through the deployment of IT.”

Among the greatest business benefits the Heart Foundation has enjoyed since implementing HEAT ITSM has been the prioritisation and improved management of workloads. The ability to identify and resolve ongoing IT related problems and facilitate change requests have both contributed significantly to the delivery of the organisation's core business goals.

In addition, the ability to develop and run reports across all facets of the IT function within the business has also been an immeasurable benefit.

“The reporting functionality has been a core benefit of the HEAT ITSM solution. It has allowed us to identify underlying problems and also measure the ongoing service levels of our IT capability. HEAT ITSM has ultimately fostered a much more efficient IT operation throughout our organisation.”

## More Information

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