



“Optimize the single  
**greatest influencer**  
of business performance-  
**your workforce.**”



**Total Client Service Quality**



**QSC&T**

**When you're  
the leader  
of the  
technology pack,  
*how do you*  
reassure  
customers that  
your controls and  
processes are in  
compliance with  
the highest of  
industry  
standards?**

A CobbleSoft Customer  
Solutions Case Study



## **CyberShift Implements CobbleSoft Service Management Software as Key Part of its Total Client Service Quality Program**

*Solution Enables Consolidation of Customer Support, Incident Management and Service Desk Operations for Improved Quality-of-Service to Clients*

**F**ocused on delivering the highest levels of client satisfaction, CyberShift, a leading provider of workforce and expense management software and services, established a corporate-wide initiative to consolidate its client support, incident management, and data center service desk systems to support its Total Client Service Quality program.



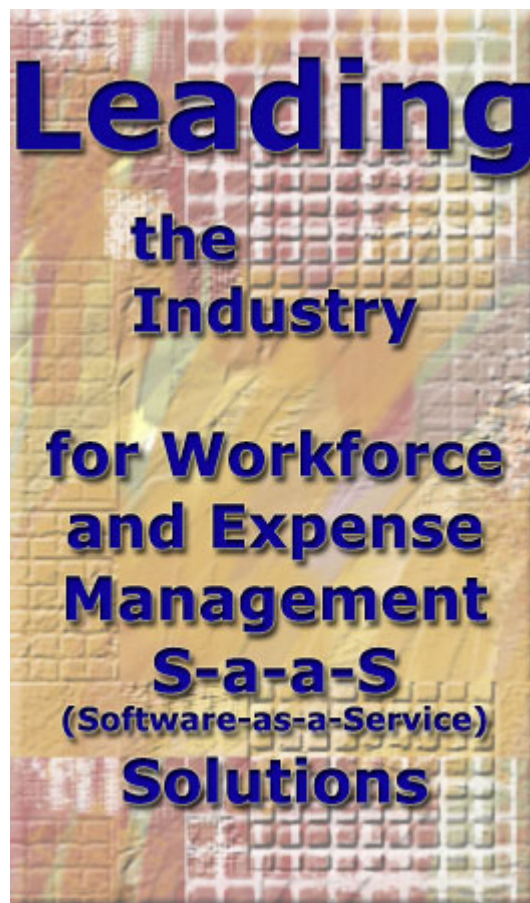
After extensive evaluations, CyberShift chose CobbleSoft, a leading developer of specialized service desk, service management and database solutions to provide the Web-based application framework to meet its objectives. In addition to ensuring compliance with regulations and control requirements, such as Statement on Auditing

Standards (SAS) No. 70, the solution has streamlined the end-to-end support process within CyberShift by improving operational efficiencies as well as reducing internal management costs.

Headquartered in Parsippany, N.J., CyberShift ([www.cybershift.com](http://www.cybershift.com)) delivers a fully integrated solution for the management of all aspects of time and attendance, scheduling, travel and expenses, self-service functions and workforce reporting and analytics for large organizations with complex requirements.

The enterprise-class workforce and expense management suite reduces costs and improves processes for clients in a variety of industries, including retail, manufacturing, transportation, financial services, media and entertainment, business services, education and the public sector.

As the workforce and expense management solution provider of choice for many of the largest organizations throughout the United States and Canada, the need for request and incident ticketing, as well as the management of this process, at CyberShift is business-critical. Service desk and related requests drive the workflow of employees distributed across three countries in five offices and two data centers as well as to a mobile workforce.



“Our incident and request management system touches every department and every functional team in our organization,” said Dave Blodgett, CyberShift’s IT and On-Demand Service Director. “We have a very challenging support environment in that everyone who works for our company can be assigned to address an issue or request an action item, depending on the nature of the request.”

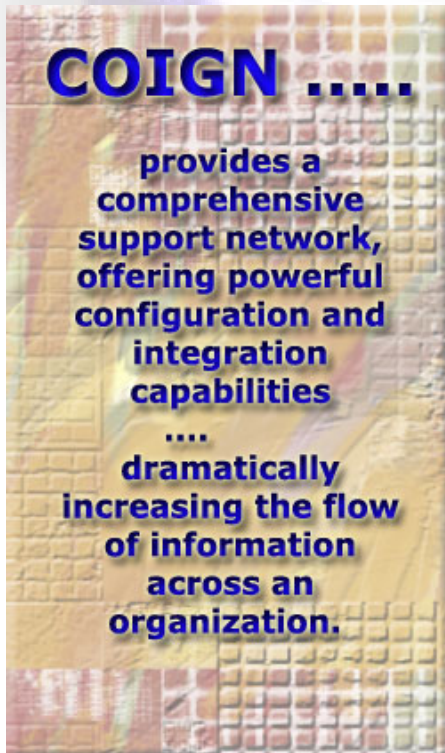
Whether submitting a request for an internal issue or as an assignee for a project team, routing tickets and efficiently resolving issues was complicated by the number of applications and systems that managed the flow of information across the various departments. Service desk calls relied on information managed through five different external applications and several internally developed systems.

#### **A synergistic platform for lateral reassignment and ticket escalation:**

With so many disparate systems, there was a need for a synergistic platform that would allow for lateral reassignment and ticket escalation. Management of the process was complex and manipulating a ticket from one application to another required the opening and closing of multiple tickets through different systems.

“Our biggest challenge was that we were using a number of different systems to manage these functions,” said Blodgett. “We needed a single point of integration and sought a consolidated solution that would improve operational efficiencies and deliver an opportunity to further improve service to our customers. A fully integrated, Web-based solution was an absolute core requirement.”

**E**nter **COIGN Enterprise**, Cobblesoft’s flexible and configurable enterprise-level helpdesk and service management software solution. COIGN provides a comprehensive support network, offering powerful configuration and integration capabilities that dramatically increase the flow of information across an organization.



By implementing the COIGN system, CyberShift was able to replace its disparate systems with a single, Web-based application designed to centralize the management of all internal and external incident and service management systems, keeping all vital records stored at CyberShift’s headquarters while allowing the threads of customer correspondence to be immediately accessible from anywhere in the world.

“Now, no matter where an incident is in terms of lateral reassignment or escalation, we have a common information base and centralized access to all support cases,” explains Blodgett. “The knowledge base is a complete repository of any of the incidents or requests that have been addressed, or are in the process of being addressed, throughout our various support organizations.”

#### **Primary benefits:**

One of the primary benefits of having a single system is the increased visibility into the incident lifecycle. By having this common thread of information, CyberShift is able to take advantage of pushing more information to the higher-level

support teams, reducing the amount of incidents that need to be escalated. Without the need to frequently escalate tickets, support costs and response time is reduced – ultimately enabling the delivery of faster, better service to CyberShift customers.

Another advantage of the COIGN solution is [SAS 70 Type II audit compliance](#). Developed by the American Institute of Certified Public Accountants (AICPA), SAS is an internationally recognized auditing standard, representing that a service organization has been through an in-depth audit of their control activities. SAS demonstrates that a company has adequate controls and safeguards when they host or process data belonging to their customers.

**Comprehensive auditing:**

“One of the requirements of being a SAS 70 compliant organization is detailed event logging,” explained Blodgett. “The COIGN system has a comprehensive auditing module that shows every transaction that has taken place throughout the lifecycle of an incident or request. It offers an audit trail of incidents and automates the process of recording promotion and change authorizations.”



Necho, a Division of CyberShift, has the second largest deployed customer base in expense management, processing more than \$500 billion dollars of expenses in total.

In addition to easing compliance, the solution has improved incident ticket routing and time-to-resolution, enabling CyberShift to respond to its customers faster. [Blodgett estimates that the end-to-end support incident delivery cycle has been reduced by nearly 30 percent](#) and credits the solution with improving the overall quality of the company’s support organization.

“COIGN has enabled us to streamline our end-to-end support process, reducing response time and improving the quality of service to our customers,” said Blodgett. “Due to its great flexibility in the areas of both ticket management and ticket routing through its sophisticated workflow engine, CobbleSoft’s software allowed us to solve some very difficult business challenges with relative ease.”



### About COIGN Enterprise:

Web-based COIGN Enterprise enables small, mid-sized and large organizations to quickly and successfully transition to self-service for both internal and external support. Complementing the ITIL® (the IT Infrastructure Library) best practices framework for excellence in service management, COIGN's strength in auditing seamlessly provides for regulatory and control compliance with, for example, Sarbanes-Oxley; SAS 70; and HIPAA.



"Service Management for the Intelligent Enterprise"

Through enterprise-class features such as dynamic workflow, support collaboration and real-time knowledge management, COIGN delivers enhanced Service Intelligence (SI), reduces costs, and increases customer satisfaction.

### About CyberShift and Necho:

CyberShift, Inc. ([www.cybershift.com](http://www.cybershift.com)) and Necho ([www.necho.com](http://www.necho.com)), a division of CyberShift, are leading providers of workforce management and expense management software and services focused on helping large, complex organizations optimize and manage the deployment of their people. CyberShift's rules-based platform delivers a fully integrated solution for the management of all aspects of time and attendance, scheduling, travel and expenses, self-service functions and workforce reporting and analytics.



**NECHO**

The enterprise-class workforce and expense management suite reduces costs and improves processes for a variety of industries including financial services, manufacturing, transportation, retail, media and entertainment, healthcare and the public sector. Celebrating 10 years in business this year, CyberShift is the workforce and expense management solution provider of choice for many of the largest organizations throughout the United States and Canada.

### About CobbleSoft International Ltd.:

CobbleSoft is a privately held company, headquartered in the Finger Lakes of New York State, USA. The developer of leading helpdesk, service management and database solutions used in more than 60 countries, its clientele encompasses small businesses to Fortune 500 and Global 2000 companies. Visit [www.cobblesoft.com](http://www.cobblesoft.com) for more information or call toll-free 1.866.380.6716.

