



**Key Benefits**

- > Provided inventory tracking capabilities that significantly reduced the chances of missing required maintenance—preventing damage that could have cost up to \$50,000 to fix certain machines
- > Created electronic work logs, reducing the work order process from as much as a day down to minutes
- > Streamlined asset management, which allowed the organization to achieve greater value from assets and improved staff productivity

**Business Profile:** Hi-Tech Mold & Engineering, Inc., is a family owned and operated company that specializes in the design and build of production and prototype molds for the plastics industry. Since opening in 1982, Hi-Tech has prided itself on unsurpassed quality, short lead times, and the most contemporary technology.

**Geography:** North America

**BMC Software Solution**

- > Magic Service Desk Suite

*“It took me only three months to get it (the suite) fully functional for tracking inventory and being able to log help desk tickets on the self-service side,”*

Matt Wilkerson  
Senior Help Desk  
Hi-Tech Mold & Engineering

## Hi-Tech Mold & Engineering Achieves Full Return on Investment of Magic Service Desk Suite

Hi-Tech Mold & Engineering (Hi-Tech) designs and builds production and prototype molds for the plastics industry. To meet its goals of unsurpassed quality and short lead times, Hi-Tech relies on the latest high-end computer systems and finely tuned equipment.

These systems and nearly 500 employees fill a total of 530,000 square feet at facilities in Rochester Hills, Michigan, and Winchester, Tennessee. When someone needs assistance—whether with office applications, computer-aided design (CAD) software, or precision machinery on the shop floor—the request funnels through the help desk.

**The Need for an Automated Service Desk System**

Hi-Tech employees previously submitted service requests by calling the help desk or sending email, which landed in the inbox of Matt Wilkerson, Senior Help Desk for Hi-Tech Mold & Engineering. He handled all PC technical support issues and distributed other issues to the appropriate person for resolution.

Hi-Tech needed a way to automate the process and track frequent issues. Tracking was a significant problem, and if questions about service requests or trends ever arose, Wilkerson and his managers had no solid data to analyze. The process was cumbersome; in some cases Wilkerson had to dig through 3,000 emails to track down how a particular problem was solved. “It was getting overwhelming,” Wilkerson says. “It would take me hours. I was copying and pasting from the emails into an Excel

sheet, trying to separate all these issues, and it was next to impossible.”

**Selecting the Magic Service Desk Suite**

Wilkerson surveyed a range of help desk software. The Magic Service Desk Suite, a Remedy® IT Service Management solution from BMC Software, was the only one that had a Web interface. This capability was especially important, so that Hi-Tech could not only avoid installing a local application, or running an application server with the shortcut on a user’s desktop, but also simplify and standardize the application to minimize training.

The product’s support for the SQL Server database appealed to Wilkerson and Hi-Tech. The company already used the database, and Wilkerson had good knowledge of SQL. Finally, price and the ability to customize the software played into Hi-Tech’s decision to implement the Magic Service Desk Suite. “It handled our enterprise and what we do here, so it was the best choice for us,” Wilkerson says.

**Establishing a Central System for Logging Service Requests and Managing Assets**

The Magic Service Desk Suite gives Hi-Tech a central system for logging service requests and managing assets. Employees can call the help desk or use the software’s self-service capabilities to submit requests from their desktops or the shop floor. Wilkerson is the first point of contact for any help desk ticket. He fields 50 to 60 calls a day, and his average ticket turnaround is 10 minutes, less than half the average time required before Magic was implemented. He

"The fact that it's Web-enabled is important. I don't have to install it on every desktop. It's very simple to use, very user-friendly, and pretty self-explanatory. It's easy to customize and update, and the updates are great."

Matt Wilkerson  
Senior Help Desk  
Hi-Tech Mold & Engineering

#### About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit [www.bmc.com](http://www.bmc.com).



has customized the software so that if some tickets have a particular subject, they are automatically routed to the corresponding manager.

Hi-Tech has used the asset management capabilities in the Magic Service Desk Suite to better track 2,200 pieces of the company's equipment. "If it plugs into the wall or is not a personal item, then it has a serial number on it and it is in Magic," Wilkerson says.

Wilkerson implemented the Magic Service Desk Suite himself and originally estimated six months for the project. "It took me only three months to get it fully functional for tracking inventory and being able to log help desk tickets on the self-service side," Wilkerson says. "It was very easy for me." Wilkerson imported data from Hi-Tech databases and other applications—thereby avoiding some of the manual inventory and data entry requirements.

Wilkerson achieves greater flexibility because the Magic Service Desk Suite is Web enabled. "I can use it anywhere in the building," he says. "I even access it from home through a virtual private network (VPN) tunnel. It's been very easy to use the product."

#### Realizing Full Return on Investment

Wilkerson has set up business rules in the Magic Service Desk Suite to streamline operations and gain significant efficiencies at Hi-Tech. The company now can view trends of recurring problems, track the lifecycle of assets, and help ensure that scheduled maintenance occurs—all of which help Hi-Tech save time and money. "We can identify trends for machines on the floor—and know what's consistently breaking down," Wilkerson says. "We can dig further and find out what's wrong so the machine has more uptime and is cutting more molds, for example, which saves us money."

The company can also better track the lifecycle of its assets. Knowing how long the designers, for example, have had their computers helps the Hi-Tech IT staff make plans for replacing technology and reassigning the equipment to the shop floor or the office staff.

#### Streamlining Operations and Improving Efficiencies

Wilkerson also has applied business rules and notifications to assist with schedules for computer warranties and machine maintenance. When a warranty expires or maintenance is required, the Magic Service Desk Suite will send a notification to the Hi-Tech staff, which can then take appropriate

steps to renew the warranties, upgrade to new products, perform the required maintenance, etc.

To help ensure that preventive maintenance occurs, urgency can be associated with a work order—such as a 120-day oil change. The Magic Service Desk Suite will reopen the work order in 120 days, notify the appropriate person, and populate the work order with the inventory information so the maintenance technician knows which machine and filter could be impacted and when the change needs to be performed. "The technician doesn't need to keep track of it anymore," Wilkerson says. "He just closes the ticket and knows that in 120 days it's going to assign him a work order to go change that filter again. In the past the technician would probably spend two to three hours a week going through all our machines and figuring out what fluids or filters need to be changed. Now it's just all automated."

Automating the process not only improves the efficiency of the team, but also significantly reduces the chances that required maintenance is missed. "It could be thousands of dollars, just to repair the machine," said Wilkerson, "These are three-axis and five-axis CNC machines, very precise pieces of equipment, and if you don't change the spindle on a machine, and that spindle crashes, the spindle could cost anywhere from \$25,000 to \$50,000 to replace."

The Magic Service Desk Suite also improves Hi-Tech's efficiency by reducing paper files for machine repairs. Now work logs are filed electronically through the help desk. The shop person enters information in a work order, scans any receipts, and attaches them to the work order. "In the past, it could take as much as a day, depending on where the issue was. Now it all happens within a few minutes. It's really improved our process to get these machines running again. Cutting repair times from a day down to minutes significantly improves productivity of the machines, saving several thousand dollars per hour. We keep only a digital record. Going paperless will be one of the biggest improvements we've done here."

Quarterly reporting used to be nearly impossible. "With Magic, and the Crystal Reports viewer, there's nothing I can't do. If there's not a canned report available, I just go into Crystal Reports and tie in all my tables that I want, and enter in my own reports. So, what had taken 15 to 20 hours to go through in a quarterly report, can now be done in 10 to 15 minutes."