

# CRC Insources Service Desk to Deliver More Strategic Value at Lower Cost



**Profile:**

California's largest oil and natural gas producer on a gross-operated basis.

**Location:**

Los Angeles

**Industry:**

Energy

**Website:**

[www.crc.com](http://www.crc.com)

**Solutions:**

- Ivanti® Service Manager
- ITSM Voice Automation

**Benefits to CRC:**

- Insourced the service desk, allowing CRC to eliminate resources, saving \$500,000 over two years
- Dramatically improved the service quality and user experience
- Provisioned new applications in hours in its environment, not days or weeks
- Onboarded new employees in minutes, not a week
- Reduced service desk to three people, down from eight

California Resources Corporation (CRC) is a leading independent producer of oil and gas in California. It holds 2.4 million acres of oil and gas, the largest in the state.

**A Spin Out, Then a Market Drop**

When CRC was spun out of Occidental Petroleum in 2014, IT had less than eight months to set up a new help desk. With speed as a top priority, CRC turned to a global outsourcing provider for Tier 1 support.

The outsourcing scope was limited: Eight people overseas took support calls from CRC employees in California, and created bare-bones tickets in ServiceNow. They manually routed the tickets to the right IT administrator at CRC to begin gathering meaningful details and resolve the situation. "It was all manual," recalls Derek Fuller, IT consultant at CRC. "Nothing was automated."

Not long after the ink on the contract was dry, the bottom dropped out of oil prices. CRC launched a cost-savings initiative in summer 2015. The outsourced help desk, at a cost of about \$1 million a year, was a prime target for the company's efficiency mandate.

**Bringing Support In-House**

CRC decided to run its own help desk. It looked to IT service management (ITSM) to deliver efficiencies over painstaking manual work, while also improving the support experience for 4,000 employees and contractors.

After examining several ITSM solutions, CRC discovered Ivanti Service Manager through an analyst report. "Ivanti Service Manager really caught our attention," says Fuller. "We liked the look and feel, it was user friendly, and we really liked the ability to integrate the service desk with our phones."

CRC deployed Service Manager as an affordable, flexible, and cloud-optimized ITSM solution. Service Manager provided an easy-to-use incident management system, with the flexibility to add more advanced service management processes as business needs warranted. CRC leveraged Ivanti ITSM Voice Automation to integrate Service Manager with CRC's Cisco phone system. "Now when our analysts pick up the calls, all of the user information is populated into the ticket, which we love," says Fuller.

Tickets are created automatically. "Calls auto-populate in the ticket, so the help desk doesn't spend time spelling people's names or verifying information," he says.

As Fuller explains, that's a vast improvement over the past. "It could take our outsourced help desk up to four hours just to create the ticket manually. With Service Manager, tickets are created in about a minute."

He added, "We saved about \$500,000 over two years by eliminating resources after bringing our service desk in-house and using Ivanti Service Manager." (This included penalties for early termination of the outsourcing contract.) "It was less expensive to stand up Service Manager than to continue with the outsourcer and ServiceNow, which was not providing any additional benefit."

The timeline was tight. "We had six weeks to hire three people to staff the service desk and stand up Service Manager with phone integration," says Fuller. "We've never heard of anyone doing it so quickly, but as oil prices dropped from \$80 per barrel to the mid- to low-\$20s, we didn't have a choice."

### **Start with the Essentials**

CRC launched the new service desk with the essential capabilities: the ability to report incidents and request services by phone, email, or a self service portal. The self service portal gave employees a new way to get IT help, beyond calls and emails.

The service desk also made it easier for employees to request new software, and have the request fulfilled through an automated workflow – a service offering that wasn't available previously.

The user experience has improved in other ways too. For example, when workers forget their passwords, they can reset their accounts using self service, rather than calling the service desk.

Getting tickets into the right hands faster also has improved the service experience. Incidents and requests are routed automatically to the appropriate IT team. "In the past, there was a very high probability that tickets would be routed incorrectly," says Fuller. "It could take days or weeks for IT to start working on a ticket. The workload was bringing us down."

As Fuller continues, those days are gone. "With Service Manager, we only need three people on the frontline of our service desk, compared to eight on the outsourced service desk. And with all of the administrative tasks sorted, we can concentrate on resolving incidents and addressing requests that deliver business value."

---

***"We saved about \$500,000 over two years by bringing our service desk in-house and using Ivanti Service Manager."***

*Derek Fuller, IT Consultant*

---

### **Build on Success**

Automating the software request process enabled IT to reduce the wait time from days or weeks to a matter of hours. Based on its success, CRC added four more service catalog items – access to network folders, new computers, mobile devices, and secure file transfer.

"The network folder request may seem simple, but it was our crown jewel," says Fuller. In the past, employees routinely waited days to get access to a network folder they needed to do their jobs. Now, they simply request access through Service Manager, which sets off an automated chain of tasks. Once the manager has approved, access is granted in minutes. The process is so streamlined that a Tier 3 help desk analyst now fulfills the request, freeing the network administrators for more strategic work. "Plus, I have a chain of custody of the approvals for audit and governance," he says.

Requests for new mobile devices and desktop computers are better controlled, more efficient, and have greater visibility to the business. Employees can choose the computer or mobile device from an approved list, complete with pictures and pricing. “We’re empowering users to make the best decisions for their groups because they can see the direct impact of the cost,” says Fuller.

### Better Service; Better User Experience

According to Fuller, “Users once hated our help desk.” But that has changed. “Now, the interface for Service Manager is so simplified that a user can easily enter a new ticket for an incident or service request,” he says. “Even when users call, they don’t need to repeat the same details over and over, so the process is faster.” They can look at their dashboard to see what other incidents or requests are open. “Our users are much happier now that we’re using Service Manager.”

---

***“With Service Manager, we’ve cut our time to onboard a new employee from one week to one hour.”***

*Derek Fuller, IT Consultant*

---

### Expanding Business Value

Fuller explains that CRC’s former system was just a ticketing system. “Now that departments have seen that Service Manager is not just for IT-related work, the floodgates have opened,” he says. He’s working with human resources, facilities, and security, as well as an operational group that manages requests for drilling rigs, to automate service workflows.

HR uses Service Manager to streamline the work involved in onboarding and off-boarding employees. Service Manager is integrated with PeopleSoft, CRC’s human resources software, so when an employee is hired or leaves the company, an automated workflow performs 15 essential tasks. Before, individual tickets were opened for each task. With Service Manager, the time to onboard a new employee has been cut from one week to one hour.

The land administration department, which manages the royalties for landowners where CRC has oil or gas leases, uses Service Manager and ITSM Voice Automation to manage incoming calls about royalty payments, leases, and other public inquiries. “They have reduced the response time down to weeks, and it’s freed up time to work down a backlog of inquiries,” says Fuller.

Service Manager with voice automation has enabled CRC to improve support for its workers, free up IT administrators for meaningful work—and deliver significant cost savings in a time of budget crisis. Oil prices are back up, and IT is forging ahead with new ways to automate business services that can help CRC find and produce energy for the people of California efficiently and responsibly.



[www.ivanti.com](http://www.ivanti.com)



1.800.982.2130



[sales@ivanti.com](mailto:sales@ivanti.com)

Copyright © 2017, Ivanti. All rights reserved. IVI-2017 10/17 CW/BB/DH