# 5 PROBLEMS GOVERNMENT AGENCIES CAN SOLVE USING IT ANALYTICS

One of the biggest challenges for government organizations is turning data into actionable information that can help them solve problems and help provide efficient and effective services to citizens. Here are five examples of organizations that have solved problems and succeeded using IT data analytics.

## 01 INCREASING EMPLOYEE PRODUCTIVITY AND EFFICIENCY

Home Partners of America

**Increases productivity by**

# 30%

Home Partners of America, a rent-to-own company, had operational data in MySQL databases, Excel spreadsheets, and a few other applications like Google Analytics and GoToMeeting. It wanted to collate this data and leverage analytics to increase employee productivity.

**Read Home Partners of America's success story →**

**Top tactics used:**

| Converge data from multiple data sources and applications | Graphically visualize process flows and identify process lags | Leverage analytics to speed up processes and improve overall productivity and efficiency |

## ADHERING TO SERVICE-LEVEL AGREEMENTS (SLAS) 02

Vizstone

**Increases SLA compliance by**

# 70%

IT services provider Vizstone was getting so many tickets every day that it was getting complicated to track tickets about to breach SLAs. It wanted to set up an activity tracker and alert IT staff when tickets were about to breach SLAs.

**Read Vizstone's success story →**

**Top tactics used:**

| Visualize the ticket workflow from start to finish | Set up an SLA-based priority tracker for tickets | Distribute staff to attend to tickets whose SLAs are coming up |

## 03 IMPROVING CITIZEN HAPPINESS INDEX

ERM

**Achieves a customer satisfaction rating of**

# 97%

Environment sustainability consultant ERM wanted to deliver better services to its customers and attain a higher satisfaction rating. The challenge was that it had an increasing pile of backlogs and the time to resolve tickets was longer.

**Read ERM's success story →**

**Top tactics used:**

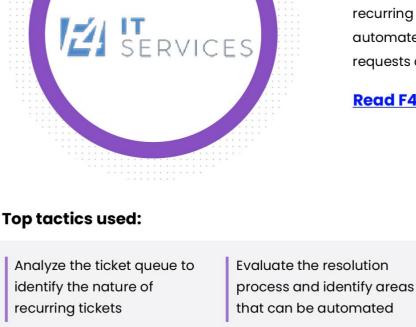| Collate IT data from multiple sources to get a full picture of the ticket resolution process | Identify process lags and skill gaps | Resolve process lags by streamlining processes, and tackle skill gaps with additional training |

## AUTOMATING REPETITIVE TASKS 04

F4 IT SERVICES

**Cuts down recurring tasks by**

# 90%

F4 IT Services noticed that there were a lot of recurring tickets in its ticket pile. It wanted to automate the resolution process for recurring requests and speed up its processes.

**Read F4 IT services's success story →**

**Top tactics used:**

| Analyze the ticket queue to identify the nature of recurring tickets | Evaluate the resolution process and identify areas that can be automated | Measure the impact of automation on resolution time and reiterate the process |

## 05 RESOLVE TICKETS IN THE SAME DAY

ERM

**Resolves**

# 70%

**of incoming tickets in the same day**

ERM wanted to gain visibility into its IT operations, remove bottlenecks, and resolve more tickets in the same day that they were created.

**Read ERM's success story →**

*This enabled ERM to cut down backlogs to about a 1,000 tickets per day, allowing it to focus on incoming tickets and attain 70% same-day resolution.

**Top tactics used:**

| Get complete visibility into operations, including problems and bottlenecks | Resolve bottlenecks, and revamp workflows to avoid or prevent bottlenecks | Reduce spillovers from the past and cut down the workload |

# Try Analytics Plus for free today

**Start trial**

Not ready to sign up? **Talk to our experts**

*Flexible deployment options*

Azure    aws