

Lopez Foods, Inc.
Tom Sawyer
Systems Engineer/Help Desk Manager
Office: 405-499-0146
tsawyer@lopezfoods.com

Tom Sawyer, Systems Engineer and Help Desk Manager at Lopez Foods is responsible for managing nearly 375 desktops used by more than 800 employees across four company locations. Sawyer works closely with the seven-member IT team to ensure that all help desk queries are addressed in a timely fashion to ensure company-wide productivity. In addition to addressing help desk tickets, Sawyer is also responsible for the maintenance of all infrastructures throughout the company.

Sawyer's team deployed Help Desk Authority, ScriptLogic's powerful help desk software solution, which enabled them to track tickets and shorten the lifecycle of help desk issues.

Prior to using Help Desk Authority, the help desk process lacked organization and end-users were frustrated as their IT issues were not being addressed in a timely manner. Sawyer noticed that employees were no longer reporting problems and attributed this change in behavior to a lack of efficiency within the system. Much of the infrastructure that Sawyer is in charge of monitoring is located on the company's production floor. If an end-user issues a help desk ticket, a solution would be needed as soon as possible in order to avoid any interruptions to their workflow.

Sawyer and his team are now using Help Desk Authority to create an efficient help desk environment where employees' problems are quickly resolved. By utilizing Help Desk Authority, tickets are now successfully tracked and the lifecycle of help desk issues has been shortened. End-users can use the knowledge-based functionality of the product when they are in need of assistance. Additionally, Sawyer is now in charge of overseeing four Lopez Foods, Inc. locations and is also using Help Desk Authority for remote support of all desktops and laptops connected to the network.

"For a while, I was the only member of the infrastructure team and because of the ease of use and efficient functionality of Help Desk Authority, I was able to manage all help desk tickets by myself," said Tom Sawyer, Systems Engineer and help desk manager at Lopez Foods, Inc. "Help Desk Authority not only made it easy for me to do my job, but it also prevented Lopez Foods' employees from unnecessary interruptions during their work day."

Company:	Lopez Foods, Inc.
Industry:	Meatpacking industry
# of Employees:	800 employees company wide, 7 people in IT
ScriptLogic Product:	Help Desk Authority 8.1

Problem: Tom Sawyer, Systems Engineer and help desk manager at Lopez Foods, Inc., one of the top elite meat processing companies, was seeking a software solution that could help him efficiently manage help desk tickets for more than 375 licensed desktops.

Solution:

ScriptLogic's Help Desk Authority created an efficient environment in which Sawyer was able to better track help desk tickets. Prior to deployment, the IT department had no way of tracking help desk tickets which resulted in a prolonged lifecycle of help desk issues. By using Help Desk Authority, Sawyer is now not only able to monitor tickets issued by end-users, but it also he can also set up remote support for all desktops and laptops connected to the company's network. Help Desk Authority has given Lopez Foods' employees confidence in their IT department, knowing issues will be quickly addressed.