Effective Processes Combined with the Right ITSM Software Help **Nutrabolt** Improve IT Maturity

Building out IT processes for an organization in the early stages of IT maturity can be challenging but having the right IT service management (ITSM) software can lead to success.

Nutrabolt, a rapid-growth active health and wellness company based in Austin, Texas, found the right tool support their journey in TeamDynamix: a versatile and easy-to-use enterprise service and project management platform that grows along with organizations as they scale IT operations.

Aided by TeamDynamix, Nutrabolt established effective IT processes that follow industry best practices. As a result, Teammates are communicating better — and IT staff work more efficiently to support the needs of a global workforce.

Hitting the 'Reset' Button

When Mark Dittenber joined Nutrabolt as Director of Information Technology, he had many opportunities to improve existing IT processes.

Formal procedures for onboarding new Teammates and resolving service requests hadn't been historically utilized. This and other challenges put the IT Team at risk of inconsistent service to the organization. Mark sometimes references "tribal knowledge," where information gets shared verbally, then disappears when IT staff leaves.

For a company whose workforce grew by 30 percent in the last year alone, setting up email accounts and network privileges for new Teammates quickly and efficiently was critical. The lack of a formal, standardized process for this task was keeping new hires from hitting the ground running and making an immediate impact.

For example, some accounts were set up inconsistently, and would require reconfiguration later on. In some cases, new Teammates waited days for network privileges or spent several minutes on the phone with a service technician to resolve issues.

Mark, who has a background in building entire IT infrastructures from the ground up, knew a change was needed. "We needed to hit the 'reset' button," he says.

Mark and his IT Team worked with department heads and other stakeholders to create formal, easy-to-follow IT processes to get everyone on the same page. "My mantra was to keep things as simple as possible," he says. "People should be able to request what they need using the least amount of work."

TeamDynamix

In Search of Better ITSM Tools

To support these new processes, Nutrabolt needed a better IT service management (ITSM) platform.

"We had a help desk tool in place, but it was not purposefully built," Mark says. "It was very generic, and there was no discipline in the use of it."

Mark and his staff needed a highly flexible and customizable platform that could support new IT processes with automated workflows now, and into the future as the company's IT operations continued to mature.

"I've always looked to universities as a model," Mark says. "They have to onboard thousands of new people every semester." With the rapid growth Nutrabolt is experiencing, Dittenber wanted to bring those same capabilities to his organization.

In his research, Mark learned that TeamDynamix is widely used to streamline workflows and improve IT maturity. "I liked the platform's lightweight nature, as well as its ability to scale with our needs," he observes.

Mark and his Team were able to implement TeamDynamix in a matter of weeks. They began with IT service management and have now expanded to include project management.

Impressive Results with TeamDynamix ITSM

Within TeamDynamix, Mark and his Team established customized forms and automated workflows to create network accounts, assign rights and privileges to new Teammates, submit and track service requests, request and approve IT changes, provision new devices, and more.

As they create new IT processes from the ground up, they're also building out a knowledge base and a self-service portal.

Having thoughtfully crafted processes in place — and the right enterprise service platform to support them — has already made a big impact in just a few months.

Before, handing off service requests from one IT Teammate to another was a manual process that involved multiple email exchanges. Now, those handoffs occur automatically within the platform. "Our communication is better, and we're missing fewer things," Mark says.

The improvement has been most noticeable in the onboarding of new Teammates. "As we've formalized this process and improved our workflows, we've cut down on the number of follow-up calls required," he says.

Improving the delivery of IT service by establishing more mature processes helps Nutrabolt become a highly nimble organization as the company continues to expand.

"We've got a lot of work left to do, but we've made significant progress," Mark concludes. "We've already seen good results, people have embraced these changes, and we'll continue driving improvement and simplicity for the organization." ■

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> - Mark Dittenber, Director of Information Technology at Nutrabolt

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