



CASE STUDY

Atlanta Public Schools

How we helped a school system discover business insights, serve students, and manage hundreds of thousands of assets with IBM Cognos Analytics & Control Desk



Let our expertise be your *success*.

At Maven Asset Management, we use our years of experience to create your next success story. We believe that having a partner who is invested in your business is critical to success. We will work with you to formulate exactly what you need for a successful partnership and provide expert solutions.

Headquartered in Tampa, Florida, Maven was founded in 2008 by a group of asset management consultants who wanted to break the mold of traditional consulting. We have a knack for developing innovative and less obvious solutions, which instinctively keeps us challenging the status quo. Our exceptionally high customer satisfaction reviews are a direct result of developing close partnerships with each of our clients. We prioritize working closely with your team, being attuned and adaptable to your organization's needs.

Learn more about the #MavenExperience by reviewing this case study.

Let's connect,

Jennifer Gatza, CEO

Before Maven, Atlanta Public Schools (APS) managed their assets with multiple tools and lacked a centralized system. This made it difficult to effectively and efficiently serve the area's students and manage the district. Their needs were met with the implementation of IBM Control Desk (Maximo) and Cognos. Many schools have the same asset management challenges.

CHALLENGES

IT Service and Asset Management

The centralization of a support team greatly increases the management of a school district. APS needed assistance managing assignments by location and request type because technical support was overwhelmed with management of all the assets coming into the district. Service teams needed the ability to dispatch incidents to 60+ teams with annual ticket volume trending around 65k. In order to effectively manage tickets, structured and consistent workflow processes were needed.

User feedback showed reporting was not meeting needs to gain the necessary insights for IT Service and Asset Management.

Change Management

Previously, the APS change management process did not allow the team to easily review historic changes to assess impact and risk. Further, it was not connected to the ticketing system, so change-related incidents could not be correlated and used to improve future change delivery. Change data needed to be integrated with ticketing or configuration items to view impacts of changes with other teams or systems.



Data Analysis

APS required analysis reporting with their existing ICD/Maximo platform. Each reporting request required a developer with strong SQL skills. Data exports into Excel would often lead to too much of the wrong information and the analysts would struggle to gain actionable insights.

ATLANTA PUBLIC SCHOOLS AT-A-GLANCE

50,000+
Students Served

6,000
Full-time Employees

91
Learning Sites

Including 58 Neighborhood Schools, 6 Partner Schools, 18 Charter Schools, 2 Citywide Single-Gender Academies, and 3 Alternative Programs

21,215
Miles Bussed Per Day

With these miles there are 293 bus routes that transport 32,000 students every day!

“We needed a reporting and dashboarding tool that would be adaptable to meet the needs for different teams and leadership levels within the IT organization.” — Paula Curtis, *Atlanta Public Schools*

INSIGHTS

Easy to Use • Flexible/Self-Service • Dynamic Reporting and Dashboards • Real Time Data
Multiple Data Sources & Applications • Business User Centric • Software as a Service

SOLUTION

We created a match made in cloud heaven. IBM Cognos Analytics and Control Desk (Maximo) were exactly what APS needed. Cloud to Cloud, IBM to IBM — there was no heavy lifting for the APS IT

Teams. We produced a way for teachers, administration, and staff to easily submit requests for IT Services with self-service tickets. We offered catalog standardization for common requests, such as ink and toner replenishment. The centralization of IT Service Management made a single source for all needs from incidents reporting to change releases. In addition, knowledge management was created with a virtual assistant to guide users toward their solution which expedited resolutions.



FIND OUT HOW WE CAN PUT SOLUTIONS LIKE THESE TO WORK FOR YOU.

GET IN TOUCH

