Translational Genomics Research Institute

Enabling Business by Generating Self-Service Reports and Dashboards in Minutes

PROFILE
Non-profit company

EMPLOYEES
200

FOUNDED
2002

"Ivanti is a great self-service tool and I cannot imagine a simpler and easier solution for obtaining the dashboards and reports we need."

— Tom Cohn
IT Manager

Business

The Translational Genomics Research Institute (TGen) is a non-profit 501(c)(3) organization focused on developing earlier diagnostics, smarter treatments, and therapies for cancer, neurological disorders, diabetes, and other complex diseases. The service center provides help in addressing issues and logging incidents specific to inquiries and problems of engineers and pharmacists. Change management is also in place for scheduled activity.

Challenge

"Existing reporting was not ITSM-aligned, was very time consuming, and involved manual effort and double checking of data," said Tom Cohn, IT Manager. "Existing tools were of historic nature, cumbersome to utilize, and demanded constant use and repeated education to ensure familiarity to be productive. We weren't able to mature to the next level of efficiency that our technology and business demands were dictating."

Solution

Ivanti was installed on the BMC Service Desk Express environment and demonstrated immediate value by obtaining real-time metrics and historical data that couldn't be sourced previously.

Value

"Ivanti has been a great business enabler for us," said Tom Cohn. "We are able to generate dashboards and reports in minutes with the simple user interface. Ivanti allows us to be far more aware of our ITSM business posture and associated issues. Many reports that were needed before have now been delivered and others that were not even thought of were easily built."

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