Innovation through Ivanti Identity Director Drives a Better, Lower-Cost Guest Experience

Eat'nPark
HOSPITALITY GROUP, INC.

Location: Pennsylvania

Industry: Hospitality

Website: www.enphospitality.com

Solution:

- Ivanti® Identity Director

Benefits:

- Reduced the average employee onboarding time from five days to eight hours
- Sharp decrease in service desk tickets
- HR and line of business managers are empowered to make appropriate changes without IT intervention
- Enhanced security and compliance for employee offboarding

Serving more than 50 million guests per year, Eat'n Park Hospitality Group (EPHG) is passionate about delivering a fantastic experience for every guest, every day. This is why it has adopted a culture that's focused on people: its customers, its communities, and its employees. As EPHG's core values state, "Our marketplace, our guests, and our world are always changing, and we must continually look for ways to improve." That's a key reason why this restaurant and contract dining company is driven to embrace new technologies.

Introduced in 2014 to enable EPHG to dramatically improve operational efficiencies, Ivanti® Identity Director has had rapid impact. After using Ivanti Identity Director to connect EPHG corporate offices with its nearly 200 locations, the company has:

- Increased the speed at which new employees are onboarded
- Enhanced security and compliance for employee offboarding
- Streamlined the fulfillment of managers' service requests
- Reduced the overall workload on IT

The Challenge

The hospitality industry is heavily impacted by a rate of employee turnover that is nearly 50% higher than the rate in the overall private sector. This rapid turnover contributes to security concerns, with the food and beverage industry making up the highest percentage of data security-related breach investigations, at nearly 44

percent. EPHG wanted to leverage technology innovation to mitigate both risks and reduce costs. And as a company proud of its customer focus, EPHG also needed an IT solution that was in synch with its cultural value of flexibility. Its solution had to be easy for its 9,000 employees to adopt.

The vision was to gather informational context on employees from a cloud-based HR Information System and automatically deliver on approximately 80% of each employee's technology needs the first day of their new position. For the rest, IT wanted to offer a single web-based service where employees and managers could easily request and instantly access IT- and technology-related needs across nearly 200 locations.

The Pain of Onboarding / Offboarding

Because of its careful observance of regulatory and security concerns, and the sheer volume and velocity of workforce transitions, onboarding each new worker to EPHG's IT systems was taking two days or longer. Then, once onboarded, those new employees would create, on average, two to three additional service tickets with IT before they were fully up and running. Each ticket would often take days to complete, meaning new employees could not be fully productive until nearly a week on the job.

With an IT department of just 20 people supporting 1,500 IT users and 9,000 employees—most of them in remote locations—manual onboarding processes were causing frustrations for new employees and their managers. Additionally, a heavy burden was put on service desk technicians. As a result, IT was often forced into a reactive posture, waiting for management notice before they would determine which users needed access to what types of services.

Similarly, the offboarding of workers at the end of employment was a persistent IT challenge. EPHG was already maintaining the strict security and compliance standards of any retail operation, but it wanted to add even more controls to achieve better security. And, as in many organizations, a key concern was unsanctioned IT access by ex-employees. According to one recent research report, 89% of survey respondents retained access (that is, a valid login and password) to at least one

application from a former employer. While EPHG's IT team knew that the HR Information System could serve as a single authoritative system for knowing an employee's access, the team had no means to automate changes easily within the HR Information System into IT access systems.

It Added Up to Frustration

EPHG IT also knew employees often struggled with understanding how to receive some services, especially services that are needed infrequently. For example, a manager who wanted to deploy digital signage would often not know how to begin the request process. And once they crossed that hurdle, they found it was necessary to coordinate with four other people to fulfill their need. IT had cost models prepared, but it was often not until deep into the request process that those costs were made available to decision makers. IT was also challenged with unclear information about requirements and prerequisites. As a result, many requests were either denied or site managers would simply give up and withdraw their requests because the process grew too complicated. It was clear IT had to allow the individual sites to get what they were requesting faster—and that would require new IT service automation.

EPHG's vision exceeded simple runbook automation: it envisioned an IT solution where both managers and employees could log into a user-friendly interface, easily view and understand every service available to them, and get what they needed quickly. Simply, EPHG IT needed to deliver a "menu" of available IT services to its users and empower them to make choices.

The Solution

EPHG deployed Ivanti® Identity Director across nearly 200 locations to serve as a one-stop destination for its employees' service needs. Ivanti Identity Director integrates with existing software infrastructure and systems, and supports any technology platform used by an enterprise regardless of operating system or device type. With the solution's intuitive, friendly interface, IT introduces easy, self-service access that employees recognize as similar to their consumer app stores. EPHG is able to bring data from its cloud-based HR Information

System directly into Ivanti Identity Director, granting employees relevant access to apps and services they qualify for. Following its implementation, EPHG employees have found that Ivanti Identity Director's all-in-one access to corporate services has reduced inconveniences and headaches around IT issues and other requests, often by allowing the workforce to solve their issues themselves. The once angry and frustrated users can now get the services they need without delay from IT in a simple and automated way.

The Benefits

Since implementing Ivanti Identity Director, EPHG has reduced the time to fully onboard a new employee from an average of five days to just eight hours from when an employee has been entered into the HR Information System. The IT department service desk tickets related to onboarding have reduced sharply, as most employees have the services they need day one, but have the option to request additional services as needed.

"Now, for most onboards, IT does nothing manually. HR and the business are empowered to add and make the appropriate changes as we now have been able to take the HR information and automate the basic tasks for user account creation, changes, and offboarding," said Jonathan Fasson, Director of Technical Services for EPHG.

Long term, EPHG sees Ivanti Identity Director expanding as the one-stop shop for any service that managers in the field need to run their stores. This could include a variety of needs outside the scope of traditional IT, including signage, supplies, or other resources that have direct impact on the customer experience in the restaurants.

"Although we primarily purchased Ivanti software to improve our IT operations, we now see several opportunities to directly help serve customers better and meet their goals. In this scenario, our IT department is able to have clear impact on business results. At the end of the day, that's what IT is always hoping to achieve," said Fasson.

Off-boarding processes have also been improved. The HR Information System is the authoritative source for an employee's status, and that status is now reflected in most IT access systems, including all internal and remotely accessible apps and data.

"I can definitely sleep better at night," said Fasson. "Before IT Store made the HRIS and IT access integration possible, we had to wait for several reporting processes to inform us of terminations and leaves of absence and adjust access accordingly. It is not something people like talking about, and the communication chain is easily delayed. Now, information directly from the most accurate source is automatically updating our systems, so we have cut out human error and delays as much as possible and improved overall access control."

About Eat'n Park Hospitality Group

Founded as a single car-hop style restaurant in Pittsburgh in 1949, Eat'n Park Hospitality Group has grown into a portfolio of regional foodservice concepts focused on personalized dining. Now serving guests in restaurants, on college and corporate campuses, in retirement communities and hospitals, and in every state through an online store, EPHG is proud to be "a company of big dreams and humble beginnings." At the heart of EPHG are more than 8,000 team members committed to providing friendly, attentive service and supporting a growing number of community initiatives, including an annual fundraising campaign that has generated more than $8 million for children's hospitals. EPHG also donates almost half a million Smiley Cookies—the brand's iconic symbol— every year to support community events and fundraisers.

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