



**Monitor 24-7 Inc.**  
Enterprise Service Management Solutions

## Customer Success Story



### Key Benefits

- Quickly adapted to support SOX & ITIL® requirements
- Easily integrated with corporate systems
- Strong support from Monitor 24-7 Inc

### Business Profile

NCI Building Systems, Inc. is one of North America's largest integrated manufacturers and marketers of metal building components, custom engineered metal building systems and metal coil coaters in North America. Through internal growth, acquisitions and the astute management of assets, NCI has emerged with a portfolio that includes 16 companies and 34 manufacturing facilities across the United States and in Mexico. Under well-recognized brand names, NCI develops, produces and delivers its extensive line of metal products and services to builders and customers around the world.

## NCI grows Service Desk support with IncidentMonitor™

When Anthony McBride assumed the role of Manager, Help Desk Operations for NCI Building Systems in Houston, Texas, in 2004, one of the first orders of the day was to improve efficiencies for the IT support help desk team. After extensive searching for a software that could provide the capabilities he needed - including ITIL compliance and supporting Sarbanes Oxley requirements - he chose IncidentMonitor™ from Monitor 24-7.

### The Search For Perfection

McBride notes that given the size and scope of NCI's operations, there was a pressing need to upgrade its help desk application. "In assessing the situation, I realized our current application was limited. Our

immediate need was to locate an integrated software package that could offer change control, asset management and ITIL best practices."

He adds that the package would also need to be robust enough and reliable enough to handle NCI's Sarbanes Oxley [SOX] needs. In addition, it would have to be feature rich, easily modifiable and robust enough to become an enterprise package if and when the time came. "We had to consider future growth. We didn't want something that would cost us every time we wanted to make additions or adaptations. Having a tool that would help us maintain high SLA [Service Level Agreement] performance was also an extremely important consideration."



Having many years of experience and being familiar working with help desk applications, McBride assigned four of his staff members to research and review every piece of software they could find. The search brought IncidentMonitor™ to his attention.

IncidentMonitor™ is an advanced and comprehensive automated ITIL-compliant business process and workflow software that delivers out-of-the-box functionality, combined with a simple licensing model. This flexibility and ease of use allows operations of any size to enjoy advanced help desk capabilities immediately, without the time and expense of adding modules or costly customization. Built from the ground up using an open platform, Monitor 24-7 solutions can work with existing legacy systems and can be easily adapted to accommodate changing needs.

In discovering IncidentMonitor™, McBride was pleasantly surprised to find that it would fit the bill on all counts. "For several weeks I went over the product in an attempt to find something missing or a weakness because it was so far ahead of the other pieces of software we were reviewing. It looked like they found out every good feature in every piece of help desk software and put them in one package."

Once McBride determined that IncidentMonitor™ had every feature stipulated, it became the benchmark for all applications comparisons. "As we investigated other pieces of software, we discovered they did not have the out-of-the-box features and modules IncidentMonitor™ provided." That alone would be a gigantic savings for our company.

The search was finally narrowed to two pieces of software, at which point NCI asked for a proof of concept and customer references. "All the IncidentMonitor™ customers gave me favorable reviews. One in particular had purchased it to solve some problems it was having with Sarbanes Oxley, and another spoke very highly of the Monitor 24-7's support. That helped us make our decision."

## The IncidentMonitor™ Advantage

McBride says there were a number of reasons for choosing IncidentMonitor™ as his help desk software of choice. They included:

- The feature rich software
- Ease of administration
- All round functionality and ease of integration
- Its robustness and flexibility
- Low cost of modifications
- Strong consulting support

He has since found that IncidentMonitor™ is very proactive in introducing additional features.

In addition to the software capabilities, McBride felt that Monitor 24-7 also provided the strongest support and industry knowledge. "They were able to answer any of my questions and to deliver proof of concepts. If I phoned their support people, they always got back to me right away. I really felt that I could believe in the people and their product. And they were great in showing me how to accomplish what I wanted. They definitely deserved my business."

## Fast Results

Working with Monitor 24-7, the application was up and running within five days in the spring of 2005. Since then NCI has eliminated all of its modules from the original application and is in the process of converting IncidentMonitor™ to an enterprise level solution for use by the other departments within NCI.

McBride reports that the flexibility of IncidentMonitor™ has proven itself time and again. "There is always someone new in the company asking for us to make a modification so they can use the software in their department. Since starting all this, we have gone from 27 of our original HEAT licenses to 150 IncidentMonitor™ licenses."

He adds that IncidentMonitor™'s SOX support helps everyone by offering a single source for documenting activities. "When the auditors come out we can simply give them an auditor's read only view and let them document our processes and procedures. It's there and ready for them."

As far as internal efficiency is concerned, McBride says IncidentMonitor™ has made everyone's life a lot easier through its skills-based routing capabilities. "Deployment was so easy and the learning curve is very short. Customers and employees in and out of the United States have instant access to information. If someone

creates a ticket on our Oracle team's desk, everyone has that information in a second. We always know where a ticket is and what is being done with it"

IncidentMonitor™ is also playing a key role in maintaining Service Level Agreements - a key part of NCI's Help Desk performance. "With IncidentMonitor™, we can be certain that issues don't fall through the cracks," says McBride. "And we don't have to increase manpower to address growing needs, because IncidentMonitor™ can do the job. Rather than grow our help desk, we simply grow the technology."

"I took a chance with IncidentMonitor™ and I won," says McBride. "We use every module it has. This software is only limited by my imagination. If I can think of something new, IncidentMonitor™ can do it. And if I don't know how to make it do what I want, Monitor 24-7 will figure it out and tell me how."

"The biggest thing for me though was Monitor 24-7's commitment to me as a customer," he concludes.

"They always put a sincere effort into responding to my needs and can often show me a better or quicker way to do things with IncidentMonitor™. They are our partner in every way."

## About Monitor 24-7 Inc.

Monitor 24-7 redefines service management with a full-featured out-of-the-box service desk and customer-facing business process.

The award-winning IncidentMonitor™ delivers state-of-the-art business processes and intelligent workflow capabilities in a fraction of the time and at a fraction of the cost of other solutions. IncidentMonitor™'s single platform approach does not require expensive customization or additional modules.

The ITIL® compatible IncidentMonitor™ open framework allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization.

For more information please visit [www.monitor24-7.com](http://www.monitor24-7.com).



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