Anne Arundel County Public Schools (AACPS) is one of the 50 largest school systems in the United States. AACPS’s 79,000 students and over 13,850 employees are supported by an IT staff of only 92 who rely heavily on the automated capabilities of BMC Remedy.

Business Challenge
AACPS has used BMC Remedy since 1999, which was implemented to help them prepare for Y2K. 17 years later, AAPCS was ready to upgrade to Remedy ITSM 9.1 with Smart IT and Smart Reporting. Since RightStar Systems had successfully implemented the upgrade to 7.6.04 in 2012, AACPS asked them back to do the upgrade to 9.1 in 2016. Said Kim Olds, Senior User Support Specialist at AACPS, “RightStar did such a great job in 2012, they were our first thought for this upgrade project.”

AACPS’s goals included loading all of its employees into BMC Remedy and easing the burden on the IT help desk by increasing the number of users who submit their own tickets. They also wanted to take advantage of BMC’s new technology, Smart IT, which allows IT to deliver service from anywhere with complete mobility, and Smart Reporting, which makes running reports easy and fast.

The Remedy ITSM 9.1 Upgrade
“Since I am the only person that handles Remedy, we looked for a partner that could help us get up to speed on the new version and new products quickly and effectively,” said Kim. When it came to selecting a partner for the project, she said, “We really didn’t consider anyone else since we knew what RightStar had to offer.”
AACPS and RightStar worked closely to implement the upgrade and the project goals were completed ahead of scheduled time. Custom forms and data were brought forward from the legacy environment with only minor issues. Said Jerry Shea, RightStar's on-site engineer, “AACPS was very responsive and cooperative to work with. For that reason, we had extra hours at the end of the project which enabled me to install and configure Smart Reporting.”

In addition to Smart Reporting, one of the features that convinced AACPS to upgrade to Remedy 9.1 is Smart IT. Designed for the IT support team, Smart IT provides an intuitive, social, and mobile service desk experience. AACPS appreciates its ease of use and the fact that support can be provided from anywhere.

**Benefits of using Remedy 9.1**

When asked what capabilities AACPS finds most useful, Kim said, “Because of the data we store in Remedy we are able to get reports out quickly when asked. For example, we have an inventory form the techs fill out about what equipment is in their schools. We can quickly pull totals of equipment when someone is looking to re-allocate or buy additional equipment. Previously, we used to email all the techs, collect the counts, and manually add them up. We save so much time doing it with Remedy.”

**Choosing RightStar to implement Remedy 9.1**

“Both of our experiences with RightStar have been excellent!” said Kim when asked what she thought about RightStar’s ability to successfully complete their project. “Their first class staff are great from our salesman to our engineer to our consultants. We look forward to having them around for our next project!”