

Service desk's secret weapon at Compeer Financial

Citrix Analytics for Performance changes the game

Citrix Analytics for Performance enables the Compeer Financial service desk team to rapidly differentiate between corporate infrastructure problems and employee-related issues

Every day, service desk representatives solve riddles. Not only must they diagnose exactly what is involved in the problem that an employee reports, but also, they must determine whether that problem is related to corporate technology infrastructure or to factors beyond the company's control, such as a remote users' ISP (Internet Service Provider), device choice, or some other factor. For Compeer Financial, that job just got easier. It found a decoder ring.

Now, solving performance issues is fast

"Citrix Analytics for Performance has enabled our service desk teams to solve issues much faster than ever before. We have reduced escalations and alleviated the delays that sometimes occur in seeking further assistance," says Scott Ament, Director Technical Operations at Compeer Financial. "As a result, Citrix Analytics has helped us deliver a better team member experience, and that positively impacts everyone.

Always a challenge for service desk professionals everywhere, isolating root cause issues is tedious without the right tools. When Compeer's entire team of 1,200 worked from home during the early months of the COVID-19 pandemic, deciphering the multiple variables impacting the end-user experience was even more difficult for the organization's service desk professionals.

With Citrix Analytics for Performance, the service desk team was able to pinpoint issues much more quickly than ever before – sometimes even ahead of when a user called in for support – despite the remote environment. Service desk escalations to Level Two and Three engineers decreased because those on the frontlines could use the tool to solve many issues themselves, a trend that's continuing as team members gradually return to the office.



Industry

Financial Services

Location

USA

Citrix products

- Citrix Virtual Apps and Desktops
- Citrix ADC
- Citrix Content Collaboration

Key Benefits

- Citrix Virtual Apps and Desktops securely delivers access to users' apps and data regardless of time, network, device or work location
- Citrix ADC provides end-to-end management visibility: real-time network bandwidth measurements, reports and metrics
- Citrix Content Collaboration drives digital transformation with unified access to files within a secure workspace

“Our service desk teams have become much more proactive,” notes Ament. “Ahead of a service call, they can identify if a user seems to be having a poor experience and then they can resolve problems even before the team member calls in. Having all the data and insights consolidated in one place has also been very helpful. They no longer have to look at data in several tools.

“Using Citrix Analytics for Performance also allows Compeer service desk representatives to verify when other vendors and partners implement a fix. They can see the results in the Citrix Analytics for Performance graphs and views,” explains Ament. “For example, when home internet service providers solve local outages for users, the resolution is reflected in the user experience score and elsewhere in Citrix Analytics for Performance.”

Citrix Analytics helped with pandemic-related issues

“Citrix technology enabled Compeer to be well-positioned to support remote workers even before the global pandemic; however, the need to ensure a great experience became dramatically more critical beginning in March 2020, when many work-from-home mandates were put in place. When team members were sent home to work, Citrix Analytics for Performance enabled Compeer’s Business Technology (BT) team to get a holistic view of the end-user experience and become more adept at troubleshooting.

Numerous Citrix solutions are in use at Compeer

Compeer supports its remote team members with a suite of software from Citrix, including Citrix Virtual Apps and Desktops, Citrix Content Collaboration and Citrix ADC. Virtual Apps and Desktops gives team members the app and desktop experience they need to be engaged and productive — anywhere, on any device, over any network. Compeer team members get the same secure, virtual experience across operating systems. What’s more, the BT team manages it all in a single console. Content Collaboration drives digital transformation with unified access to files within a secure workspace. From on-premise to the cloud - and everything in between, ADC is a comprehensive application delivery and load balancing solution for monolithic and microservices-based applications. This enables the Compeer team to deliver a better user experience, which in turn drives better productivity and engagement.

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Scott Ament
Director Technical Operations
Compeer Financial

Compeer Financial is there for rural communities

Compeer Financial, with headquarters in Sun Prairie, WI, USA is a member-owned Farm Credit cooperative serving and supporting agriculture and rural communities. The \$23.4 billion organization provides loans, leases, risk management and other financial services throughout 144 counties in Illinois, Minnesota and Wisconsin. Compeer Financial has 1,300+ dedicated team members serving approximately 70,500 member-owners, offering specialized expertise and personalized service regardless of the size of the farm, the type of crop grown, or the livestock raised.

With its Citrix technology, Compeer Financial is better positioned for the future of work. Its team members now have the agile digital tools to provide better customer service as “the new normal” continues to change.

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