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Midmark: An IT Service Desk Business Case

Johnny King

Jonathan Pinto

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Midmark: An IT Service Desk Business Case

Midmark Corporation delivers equipment solutions to medical, dental and veterinary practices around the world. They currently employ 1,500 people and have offices in seven locations in the United States, with their headquarters in Dayton, Ohio. The company has also created subsidiaries in France, India, Italy, and the United Kingdom.

SysAid is currently used by Midmark as their IT service desk. The client service technicians use it in order to track trouble tickets and requests, and the software development team uses it to manage system enhancement requests. Midmark is no longer satisfied with the way SysAid handles reporting and configurable workflow. They would like to have a large number of standard reports that could be easily modified, which the current system lacks. The SysAid environment is also not user friendly regarding making enhancements, nor does it have an efficient way of handling change of status for employees.

The purpose of this Capstone project is to research and recommend alternatives to the IT service desk system used by Midmark. This involves gathering requirements, researching the available market solutions via the Gartner Magic Quadrant, meeting with vendors for live demonstrations, matching vendor features to the Midmark decision matrix requirements and calculating scores, performing vendor costs analyses, and a recommendation using Midmark's business case template.