CASE STORY

National Vision saves over 1,000 man-hours annually by automating processes using BMC FootPrints

National Vision, Inc. is one of the largest optical retailers in the United States, operating over 820 retail locations in 44 states plus the District of Columbia and Puerto Rico. National Vision’s more than 9000 employees are supported by a Help Desk staff of 35 people, meaning that National Vision must rely on automation and an IT service desk that is efficient and reliable to support daily operations.

**Business Challenge**

Prior to implementing FootPrints, most service desk processes were manual and reporting was limited. Continual improvement was an important goal, but there was little means to track customer satisfaction and other service desk metrics. Additionally, other demands placed on the current legacy ITSM toolset, and a growing number of retail locations and employees meant it was time to look for a faster, more scalable, and stable solution. National Vision also required more automated incident handling, better incident tracking and reporting, and asset management.

For assistance with selecting the right solution and planning and implementing it, National Vision turned to RightStar, a BMC Elite Solution Provider. RightStar played a critical role in helping the staff revamp its service management processes, implement FootPrints, and create management and customer satisfaction reports.

**The BMC FootPrints Solution**

“We thought that BMC Remedy would be the choice for us,” says a National Vision spokesperson, “but RightStar did a very good job explaining why FootPrints was right for
National Vision. Remedy was more than what we needed for our size company.” BMC FootPrints proved to fit the bill because it could be built to suit the needs of multiple departments, not just the support center. It also provides better out of the box reporting than did the legacy solution. And a RightStar hosted FootPrints solution made sense for National Vision because they didn't have to spend staff time on implementation, ongoing administration, and upgrades.

At National Vision, customer satisfaction is the #1 objective for both internal and external customers, and FootPrints helps make that happen. Automated surveys are made to customers and the results are tabulated and imported into FootPrints. FootPrints customer care agents respond to those surveyed customers who request a personal return call.

As a managed service provider, RightStar keeps FootPrints up and running 24 x 7 for National Vision. RightStar handles patching and updates, and hosts both FootPrints Service Core and BMC Client Management (formerly Asset Core). This eliminates the need for both hardware and software administration, allowing National Vision to focus more on its mission critical applications. When asked about specific benefits realized from their FootPrints implementation, National Vision said, “We saved half a person with the automation of two specific processes that we implemented” equaling over 1,000 man-hours annually. Further use of FootPrint’s automation capabilities will likely boost these results.

**Choosing RightStar to implement BMC FootPrints**

With a proven track record of successful implementations, high-level knowledge, personable approach, creative problem solving skills, and attention to customer service, RightStar has earned National Vision’s confidence. National Vision summarized, “We feel confident in RightStar’s ability to handle any challenges that we might face.”