

Hungry Jacks Use JSM To Improve Service Desk Experience



CUSTOMER OVERVIEW

Hungry Jacks is an Australian fast food franchise of the Burger King Corporation, operating over 400 stores across the country.

PRIMARY INDUSTRY

Food/Beverage

PRIMARY SOLUTION

- Atlassian Jira Service Management (Cloud)

THE SITUATION



JDS was approached by Hungry Jacks, who were seeking a solution for performance challenges relating to their IT Service Desk operations. The primary issue revolved around the absence of structure for end users, leading to a manually laborious and time-intensive communication process. A heavy reliance on email exchange following IT service requests resulted in significant delays and operational inefficiencies. In light of these obstacles, Hungry Jacks was determined to find a solution that would elevate the Service Desk experience and optimise communication channels.

KEY CHALLENGES



- The absence of a streamlined process for end users led to inconsistent and inefficient communication, resulting in delays and increased effort for Service Desk agents.
- Users had no visibility of the ticket's status, approval status, or closure status - all processes being completed manually via emails.
- The manual approval process for service requests added complexity and introduced delays, greatly impacting the resolution time of issues.
- The lack of a centralised knowledge management database meant accessing relevant information and resolving recurring issues proved to be time-consuming and resource-intensive.

"Not only has Jira Service Management noticeably improved our internal processes, but it has also significantly enhanced the overall user experience."

THE SOLUTION



JDS proposed a comprehensive software solution using Atlassian's Jira Service Management (JSM) to address the challenges being faced by Hungry Jacks. JSM offers a self-service portal with automation capabilities that captures all necessary user information and approvals prior to ticket submission. This eliminates the requirement for time-consuming email exchanges and enables Service Desk agents to immediately commence request/incident remediation upon ticket receipt. JSM also provides a robust knowledge management database to encourage collaborative problem-solving.

THE PROCESS

The implementation process involved several key steps:

- **Requirement Analysis:** JDS worked collaboratively with Hungry Jacks' stakeholders to understand their Service Desk requirements, current pain points, and desired outcomes.
- **Solution Design:** Based on discussions, JDS designed a customised solution using Atlassian JSM, tailored to meet Hungry Jacks' requirements. The solution included the self-service portal with request management and incident management ticket creation, automation workflows, and a knowledge management database.
- **Configuration and Customization:** JDS configured the JSM platform as per the agreed design, ensuring alignment with Hungry Jacks' existing IT processes, policies, and workflows. Customisations were made to capture all necessary information and approval requirements within the self-service portal.
- **Testing and Training:** JDS carried out extensive post-implementation testing to ensure the system's functionality and reliability. Comprehensive training documents were also provided to the Service Desk agents and end users, enabling them to utilise the new platform effectively.



"JDS demonstrated professionalism and commitment to the project's success, delivering flexibility when required to ensure a seamless implementation."
- IT Service Delivery Manager, Hungry Jacks

THE OUTCOME

- The self-service portal and automation workflows has removed arduous back-and-forth communication. Service Desk agents receive complete and accurate information with incoming tickets, enabling them to address requests/incidents promptly, without needing to request further details.
- End users experience a more structured and efficient Service Desk process. They have the ability to log and update requests, track progress, and access relevant knowledge articles through the self-service portal.
- The knowledge management database provides a centralised repository of information, improving collaborative knowledge sharing and reducing the number of incoming tickets as well as resolution times for recurring issues.

ABOUT JDS

Established in 2003, JDS Australia delivers specialist services in a set of technologies and capabilities that ensure critical IT systems work. Employing the AIOps approach, JDS focuses on Observability, Security, Service Management, and Automation to make sense of complex IT environments, optimise the user experience and enable positive business outcomes. With an entirely local team of around 100 employees, JDS has the trusted skills and experience to ensure IT works and Australian business carries on.