



# Mesa County

Mesa County efficiently supports dispersed workers with an integrated solution.



## About the organization

Mesa County, Colorado, is one of 64 counties in the state and was named for the many large mesas in the area, including Grand Mesa. It spans more than 3,300 square miles. A staff of 23 provides IT services, including help desk, to approximately 1,000 county workers who are spread across more than 10 main sites, from the county seat of Grand Junction to rural locations. The help desk handles approximately 5,000 incidents per month.

## Facts at a glance

- Product           GoToAssist
- Industry         Government
- Country          United States
- Website          [www.mesacounty.us](http://www.mesacounty.us)

## Challenge

Mesa County had been using Novell ZENworks for remote support and some inventory features, but desired additional functionality and a way to avoid having to install the tool on the user's machine. This requirement sometimes prevented the IT person from launching a support session. Further, ZENworks lacked the ability to link to eHelpDesk, the county's existing service desk product.

## Solution

Its transition from Novell to Windows prompted Mesa County to adopt GoToAssist Remote Support to replace ZENworks. Subsequently, the IT team put out a request for proposal (RFP) for a service desk solution to replace eHelpDesk. After evaluating ServiceNow, Remedy and other candidates, the team chose GoToAssist Service Desk. Key decision factors

were integration of the two modules, ease of use, cloud-based delivery and a monthly subscription that avoided high up-front costs.

## Benefits

- Integration of GoToAssist modules makes it easy to switch from one function to another within the same interface, such as launching a support session from a ticket.
- GoToAssist Remote Support accelerates issue resolution and improves help desk productivity to keep the staff lean and conserve budget.
- GoToAssist Service Desk enables time tracking and gives IT management a fast, easy way to stay informed about daily activities, such as unassigned tickets and escalations.
- Launching the solution took just 5 to 6 weeks, vs. an estimated 6 to 9 months for installing traditional software.
- The subscription model is easier to justify and budget for than traditional software licensing and avoids a complex approval process.

*"Thanks to its subscription model, the solution was well within our signature authority. We didn't have to present the commissioners with a proposal to spend \$100,000 to \$300,000 on a help desk system. And we know how much to budget each year."*

**Rick Corsi**  
IT Applications Manager