



Customer Case Study

**Thacher
Proffitt**

With a global reach and a strong reputation in commercial and financial transactions and litigation, Thacher Proffitt & Wood LLP pursues legal and business matters for its clients worldwide.

Results

When compared with BMC® FootPrints™ by BMC Software, the Giva Service Management Suite provided Thacher with:

✓ Higher ROI over a two-year period versus purchasing and internally hosting a help desk application

✓ Lower TCO by outsourcing non strategic applications

✓ Significantly increased employee satisfaction with the help desk

✓ 100 percent uptime using Giva 24 x 7 since July 2002

✓ An additional layer of disaster protection and IT business continuity with third-party hosting

The Challenge

by Dierk Eckart

Director of Information Technology,
Thacher Proffitt & Wood LLP

Before Giva, we used BMC FootPrints by BMC Software as our IT service desk software.

There are enormous hard and soft costs in managing applications and servers on a day-to-day basis. We know that outsourcing non-strategic applications and servers is an easy and effective way to reduce IT overhead and increase the productivity and ROI of our IT resources.

The benefit of not having to do hardware and software upgrades removes a significant amount of costs, while allowing us to budget in a highly consistent manner. Giva product

upgrades do not require any work on our part since Giva hosts the applications.

Over a two year period, we know that we have reduced our total cost of ownership and generated a significantly higher ROI on our time and money than if we bought an application and hosted it ourselves. By using Giva eHelpDesk, we also know that we have significantly increased employee satisfaction with the help desk.

Giva has been a very stable application since we began using it. We have had 100 percent uptime using Giva since July 2002.

Giva help desk solutions have proven to be very fast, highly functional, reliable, and secure over the Internet. The underlying network infrastructure and support has met or exceeded our expectations.

We require our help desk to work remotely



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after hours, and the Giva help desk software has fit extremely well in our business model. Using a third-party hosted application has proven to be invaluable. Also, since we outsource our help desk function, the system has proven to be very flexible from a reporting standpoint, allowing us to match our help desk performance to SLAs.

In addition, since we chose the Giva On Demand Software option, we have another layer of disaster protection in our overall IT business continuity and disaster recovery plan. Prior to using Giva, our office was located in the World Trade Center. As a result of the events of 9/11, we lost our entire IT infrastructure. Minimizing the number of servers and applications hosted onsite by outsourcing to Giva further saves us costs in redundancy and disaster planning and gives us an always up and always accessible system from anywhere in the world.

With the Giva On Demand Software option, Giva solutions are hosted in a very high availability and high reliability environment at Verizon Business, one of the largest worldwide service providers. Verizon provides world class hosting services to many Fortune 500 companies.

We are very happy with our decision to deploy Giva.

Dierk Eckart
Director of Information Technology,
Thacher Proffitt & Wood LLP

About Giva, Inc.

Founded in 1999, Giva was among the first to provide a suite of help desk and customer service/call center applications architected for the cloud. Now, with hundreds of customer driven releases, the Giva Service Management™ Suite delivers an intuitive, easy-to-use design that can be deployed in just days and requires only one hour of training. Giva's robust, fast and painless reporting/analytics/KPIs quickly measure team productivity, responsiveness and customer satisfaction resulting in faster and higher quality decision-making. Customization and configuration are all point and click with no programming or consultants required to deliver a substantially lower total cost of ownership.

Giva is a private company headquartered in Santa Clara, California serving delighted customers worldwide.

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