

Service Manager

Scenario

ABC Suites (Pty) Ltd

"Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients"
– Richard Branson

The Challenge:

At ABC Suites, employee support requests were handled through a scatter of emails, phone calls, and informal messages, with no single system to track issues, assign ownership, or monitor progress. Requests could be overlooked, duplicated, or left to sit for days, while support teams had no real visibility into their own workloads or how well they were actually performing. Employees, meanwhile, had nowhere to go to find an answer to a common question before raising it as a request.



Jean Poole, HR & Facilities Manager at ABC Suites, felt the impact daily.

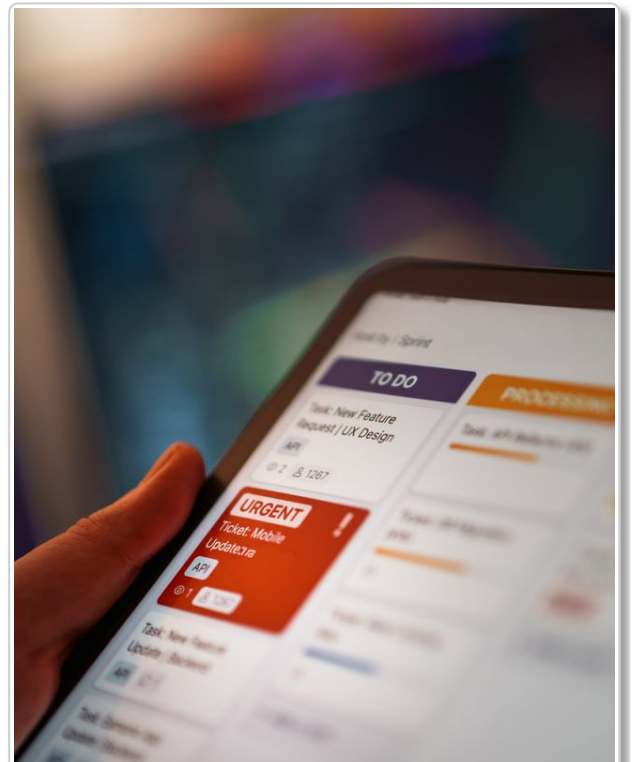
Requests landed in her inbox alongside dozens of unrelated emails, with no way to tell a broken door lock from a routine benefits query until she'd opened it, and no record of what had already been promised to whom. Leadership had no data to point to when asked how support was performing—only Jean's sense that things were, generally, getting done.

How ABC Suites uses Epic's Service manager:

By adopting Epic's Service Manager, ABC Suites gained one structured home for every request. Jean set up Nodes for HR, Facilities, and IT, each broken into the Areas, Categories, and Support Groups her organisation actually needs, and built out Knowledge Base articles for the questions that came up again and again.

Here's how the transformation unfolded:

Self-Service Knowledge Base: employees now search for an answer before logging anything, and a good share of requests never become tickets at all.



Automated Ticket Assignment: every request that is logged routes itself straight to the right Support Group by category, with agents notified by email the moment it lands.



Agent Progress Tracking: agents update stage and progress notes as they work, so Jean can see exactly where every request stands without chasing anyone for an update.

User-Controlled Resolution Acceptance: a ticket only closes once the person who logged it confirms the fix actually worked—no more requests marked “done” that weren't.

Service Dashboards & Reporting: Jean and her leadership team now review dashboards and reports that show workload, response times, and trends at a glance.

Result:

Within weeks, ABC Suites had replaced its scattered inboxes with a single, structured system. Employees were solving more of their own issues before ever logging a request, agents were working from a shared queue instead of a maze of separate email threads, and for the first time, leadership had real data on how support was actually performing across the organisation.

“From scattered inboxes to one trusted system—Epic's Service Manager gave ABC Suites a support desk people actually trust.”