

One of the largest financial institutions in Michigan was long overdue for help with its IT help desk.

business challenge

Chartered as Detroit Teachers Credit Union in 1926, Michigan First grew within the next thirty years to become the largest credit union in the world. Today Michigan First is a full service financial institution serving the needs of more than 55,000 members.

Michigan First's IT Help Desk in Detroit supports 150 employees at four sites in a variety of areas-tellers, member services, lending, and collections. The IT support team is composed of only four employees who service everyone's needs.

The support team's primary challenge was one of organization and simply keeping track of the issues. Requests for help typically weren't even received in an organized fashion. "People were calling us and just stopping us in the hall," stated Lynette Holliday, Network Coordinator for Michigan First.

solution

Michigan First Credit Union soon discovered that Issuetrak was the perfect tracking remedy for its IT Help Desk headaches. Issuetrak enabled the Michigan First IT support team to provide help quickly and more efficiently, and to stay organized and focused while tracking

and resolving IT issues.

According to Holliday, "Issuetrak has enabled us to serve our employees faster so that they can stay productive." Keeping employees up and running and out of IT trouble is the key to providing the level of service for which Michigan First is known. "As long as employees can remain functional our members are going to be serviced properly," said Holliday.

"Issuetrak has enabled us to serve our employees faster so that they can stay productive."

*- Lynette Holiday
Network Coordinator*

Holliday also expressed satisfaction in Michigan First's working relationship with Issuetrak, "Every time we asked for something the Issuetrak team was able to modify the software to our needs; and we had some pretty obscure requests-very unique to the way we do things."

Issuetrak has enabled Michigan First employees to be more effective at serving its diverse field of membership and to fulfill its



mission to provide programs and services that will enhance members' ability to successfully meet present and future financial needs.

benefits

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about Issuetrak

Issuetrak helps keep important business issues and tasks from falling through the cracks! We provide our customers with reliable and intuitive software for tracking, assigning, and reporting on internal and external issues and requests. Issuetrak includes a powerful process management component for streamlining workflows, and ensuring approvals are obtained and procedures followed. Founded in 1992 and based in Norfolk, VA, Issuetrak is a leader in developing issue tracking, complaint management, workflow, and help desk solutions. Our customer span nearly all industries, and many use Issuetrak across their entire organization.

