



Mike Parker

Operational Systems Technician
at Brian Johnston & Co. Ltd., U.K.

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If you ever need to be reminded of why you chose to pursue a career in IT, talk to Mike Parker. Mike has successfully implemented and organized an efficient IT infrastructure at Brian Johnston & Co. Ltd with SysAid, and his attitude towards the greater world of IT is truly inspirational. For Mike, IT means more than providing technical support and resolving service requests; it's an entire world of knowledge that gives him the opportunity to learn something new every day. "I think it is really exciting to be able to work in an industry that is constantly improving and growing," says Mike. "There are very few areas where new ideas and technologies are being created every day. As someone who works in IT, you need to learn and grow with it, and it's the challenge to keep improving that keeps me motivated."

Since Mike's implementation of SysAid at BJINS 18 months ago, his accomplishments have been truly impressive. He has successfully implemented and organized an efficient IT infrastructure with SysAid; as an active SysAid Pathfinder, he has made valuable contributions throughout the Beta testing of our new releases; he is an active member of the SysAid Community, always happy to help out fellow SysAiders with issues large and small. He's even developing his own company to provide support and design services and is using SysAid to drive it forward! If there's an example of somebody who embodies the spirit of SysAid, Mike is it!

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An IT Department Transformed

When Mike began working at BJINS two years ago, his mission was to bring the IT department into the twenty-first century. This was no easy task: facing an IT infrastructure about 15 years behind the times, Mike saw that there were no procedures in place to effectively report and resolve IT issues. His solution? The successful implementation of SysAid.

"Before my arrival to BJINS, the time it took to resolve most IT cases spanned over a week. One of the first issues we identified was the need to have an effective way of reporting IT issues. This is when SysAid arrived 18 months ago! My role has quickly expanded into a 'one-man-band' IT department which is heavily dependent on SysAid. Since our implementation of SysAid, most cases are now resolved on the day of reporting."

A Pathfinder with a Vision

As an enthusiastic SysAid Pathfinder, Mike is actively involved in the development and testing of every new SysAid release. For Mike, Beta testing is more than a QA process; it's an opportunity to acquire new knowledge that can help him manage his IT department more successfully on a day-to-day basis.

"There's always the frustration when you receive a newsletter about an upcoming release and you think, 'I want it now!' Being a Pathfinder allows you to get the new release just a bit sooner. I also like that Beta testing helps you learn SysAid a little better. You expand your own skills and learn about the new features in a way that makes a huge difference when working with SysAid day-to-day. Furthermore, it's so refreshing to see a company that remains in such close contact with its customers and listens to what they want. The relationship you can have with SysAid is what sets it apart from other products on the market."

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An Ever-Expanding Knowledgebase

Mike's contributions to the SysAid Community help make it a valuable place of learning and collaboration for thousands of SysAiders worldwide. Eager to expand his own knowledge of IT, Mike is also committed to following up on questions that other SysAiders post.

"In the SysAid Community, you have the chance for free personal development. It has opened my eyes to different ways of approaching problems, and the Forums are fantastic – just by surfing around, you learn more about SysAid and IT in general. If you have a problem, you can post and find answers from other SysAiders, and you can get that feeling of satisfaction when you help solve someone else's problem. You can also have good fun with some of the jokes that go around the Forums. Best of all, if you find the right post, you may even be able to get yourself a SysAid mug!"

A Bright Future Ahead: What's Next for Mike

Mike's commitment to excellence bodes well for his IT success in 2010, and he has exciting plans for the year to come:

"I am currently in the process of setting up my own company that provides support and design services, and I will be using SysAid to drive that forward. I have the exciting job of asking the question, 'How can we use IT to make our processes work better?' I love being busy and reaching the end of the day feeling as though I have achieved something, and hopefully with these projects, I can do both every day!"



Do you have a SysAid IT Success Story?

IT's a world of learning and sharing, and your own experiences can educate and inspire! We'd love to hear about your achievements. Send us your success story at marcom@sysaid.com.