



apty

UCLA

From Silos to Standardization: How UCLA Improved Service Efficiency with Digital Adoption

EXECUTIVE SUMMARY

UCLA's administrative and IT teams rely on multiple enterprise platforms to manage projects, analytics, support, and training. But these systems—while powerful—came with steep learning curves, fragmented training processes, and inconsistent execution.

With Apty, UCLA embedded real-time guidance and process validation into its tools—reducing support overhead and ensuring smoother onboarding, better service request handling, and improved operational agility across departments.

THE HUMAN IMPACT

Before Apty, employees often had to figure out new systems alone. That meant delays in submitting IT requests, confusion during major platform updates, and slower ramp-up for new hires. Cross-departmental collaboration suffered due to inconsistent use of systems like ServiceNow and Clarity PPM.

“Even minor inefficiencies in system navigation translated into service delivery gaps that could impact research or student outcomes.”

Support teams were consumed by basic guidance requests, while training programs struggled to keep pace with evolving software environments.

THE SELECTION JOURNEY

UCLA recognized that traditional training methods—like documentation libraries, knowledge base articles, and process improvement initiatives—were no longer enough to meet the demands of a fast-changing academic technology landscape.

Their objectives included:

- Streamlining IT service management
- Reducing training time across departments
- Driving consistent adoption of standardized processes
- Improving user experience without disrupting core systems

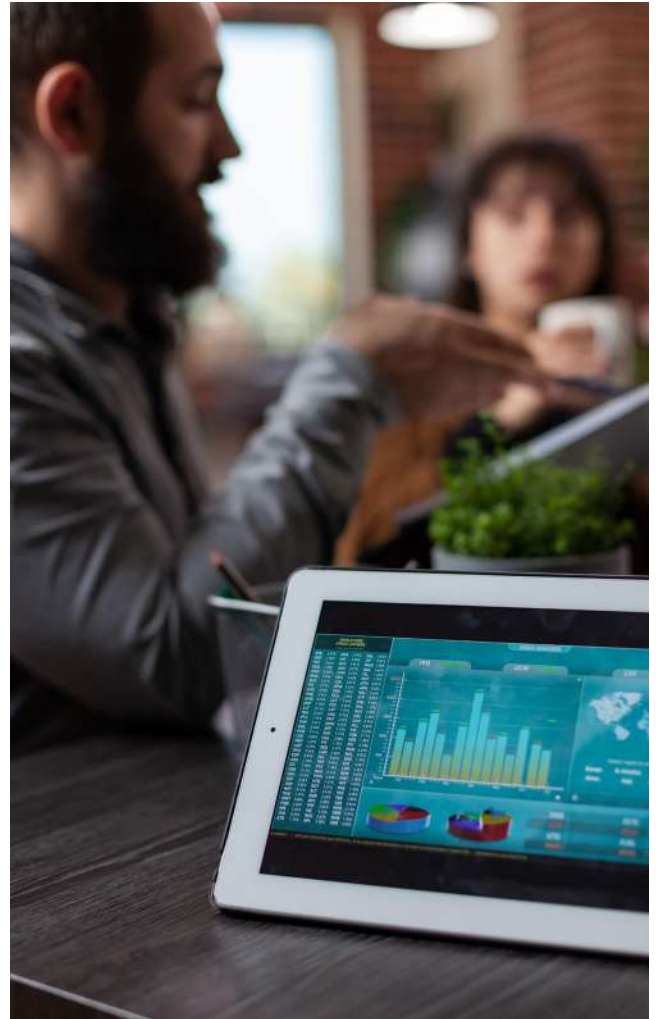
After evaluating several digital adoption platforms, UCLA selected Apty for its ability to deliver real-time guidance, analytics, and scalable training solutions tailored to complex campus environments. Apty's fit with academic workflows and its proven success in similarly distributed institutions made it the clear choice.

THE IMPLEMENTATION JOURNEY

01	UCLA rolled out Apty department by department, beginning with ITSM workflows
02	Contextual guidance helped standardize support ticket creation
03	Subject matter experts embedded best-practice walkthroughs into critical applications
04	Analytics provided visibility into usage bottlenecks and process adoption gaps
05	A phased approach ensured each team saw value before full-scale rollout

THE BUSINESS TRANSFORMATION

- Streamlined support ticket creation and faster resolution timelines
- Reduced training time for ServiceNow, Tableau, and Clarity users
- Greater consistency in administrative workflows
- More efficient rollout of new features and system updates
- Less support burden on IT teams for routine usage questions



THE PATH FORWARD

UCLA continues to expand Apty into additional academic and operational applications. The university is integrating usage analytics with performance KPIs and leveraging Apty as part of its training and development initiatives. The long-term goal: to embed digital adoption into how the university delivers excellence—administratively and academically.

Spotlight Quote

"Apty has transformed how our staff interacts with critical campus systems. The impact on both operational efficiency and service quality has been substantial."

— IT Transformation Leader, UCLA



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