Fit-for-Purpose: How NTT Research Eliminated Manual Ticket Intake with HappyFox

Industry - Research



NTT Research

happyfox

About NTT Research

NTT Research is a wholly owned subsidiary of NTT Holdings focused on basic research across optical computing, cryptography, Biomedical Engineering, artificial intelligence, and other strategic domains. Its IT organization supports a distributed team of researchers, business operations and facilities across multiple locations, in an environment where operational efficiency directly enables scientific productivity.

Challenge

NTT Research used Helix Sense for IT ticketing for approximately 5 years, while other departments tracked work ad hoc through email and spreadsheets. As the organization grew, that fragmented approach became a constraint.

Manual Intake: With no email submission or web portal, every phone call or email had to be entered by hand, consuming the equivalent of approximately one FTE across intake, dispatch, tracking and reporting.

No Self-Service or Visibility: Users couldn't submit requests directly or see ticket status, and there was no knowledge base or organizational visibility into request status.

Built for One Department: As Security, Facilities, HR, Legal and Marketing needed request management, non-IT teams were forced into email workarounds, creating visibility gaps and unpredictable workload management.

Implementation

NTT Research found HappyFox online while evaluating alternatives, having found enterprise platforms too expensive and complex for its size. HappyFox offered the core functionality it needed at the right price point and complexity level.

Email-to-Queue: Users keep the email addresses they already used, submissions route automatically to the right work queue, and requesters see ticket status without logging into another system.

Running Within Two Months: CIO/CISO Matthew Ireland and his IT specialist configured HappyFox with the HappyFox success team and were running smoothly within two months, alongside other projects.

Organic Adoption: Training was organic, relying on the intuitive interface, built-in help and chat support.

Why HappyFox?

Email-to-Queue Routing | Workflow Automation | Self-Service Portal

Knowledge Base | Fast Implementation | Workload Visibility

Results

Manual Intake Eliminated: Email-to-queue routing removed the manual intake burden that had consumed the equivalent of approximately one FTE.

Self-Service With Real-Time Status: Users submit requests by email and see ticket status in real time, reducing status inquiries, while the knowledge base reduces repetitive requests.

Expansion Across Departments: Once other teams saw what IT had built, they asked to use it. HappyFox now supports IT, Security, Marketing, HR and Legal, and onboarding and offboarding automation has transformed how teams coordinate.

Visibility for Leadership: Leadership has clear visibility into inbound request volume across departments for capacity planning and team allocation, and monthly reporting shows improved ticket-to-resolution metrics, better workload distribution and improved customer satisfaction.

Our Experience

NTT Research's story captures what HappyFox is built to be: fit-for-purpose service management with the critical foundations done well, without the cost, complexity or years-long implementation cycles of large enterprise platforms. A two-person team configured it and had it running smoothly within two months alongside other projects, and ten months in, they're still discovering new capabilities and refining processes incrementally.

The impact reaches well beyond IT. Email-to-queue routing took manual intake off the team's plate, self-service gave users real-time visibility, and what started as an IT project spread to Security, HR, Legal and Marketing because other teams asked for it. For research institutions, nonprofits and mid-market companies that need ITIL-aligned request management without enterprise overhead, it's why Matthew Ireland calls HappyFox the right fit.

> "HappyFox doesn't try to be everything. It has the critical foundational pieces such as AI workflow automations, visibility, knowledge management, MDM integration, in my opinion done well. It's fit-for-purpose without the complexity and years-long implementation cycle."
>
> **Matthew Ireland**
> CIO / CISO, NTT Research