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Partner

# Fresno Chaffee Zoo Streamlines Safety and Security Operations with Ticketing as a Service

**Fresno Chaffee Zoo Corporation**, a leading wildlife conservation and education organization, was encountering operational challenges in managing internal service requests across its Environmental, Health & Safety (EHS) and Security department. Without a centralized system, the team struggled to track, prioritize, and resolve safety, security, and facility access issues efficiently.

To address these challenges, Fresno Chaffee Zoo turned to Ticketing As A Service (TaaS). Since adopting the platform, the organization has transformed its internal operations—achieving faster response times, improved team coordination, and data-driven resource planning that enhances safety for both guests and animals.

## At a glance



**Customer:** Fresno Chaffee Zoo Corporation

**Website:** <https://fcz.org/>

**Customer size:** Medium (50 - 999 employees)

**Country:** United States

**Industry:** Zoo and Conservation/Education

**Products and services:** Animal exhibits, educational programming, and guest experiences.



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**TeamsWork**

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# TeamsWork, Fresno Chaffee Zoo, and Microsoft Teams

## Customer challenges

Fresno Chaffee Zoo's EHS and Security team faced mounting challenges in managing a high volume of internal service requests, including safety issues, security needs, and facility access. Without a centralized system, they relied on emails and verbal updates, which led to delays, poor tracking, and difficulty prioritizing urgent tasks. As demand grew, it became clear that a more structured and efficient approach was needed to maintain safety and operational effectiveness.

## Partner solutions

Ticketing As A Service (TaaS) delivered the structure and functionality Fresno Chaffee Zoo's EHS and Security team needed to manage internal service requests with greater efficiency. With its intuitive task assignment workflow, the team can now easily create, assign, and track tasks—ensuring that each request is routed to the right personnel with clear ownership and deadlines.

Integrated directly within Microsoft Teams, TaaS enhances collaboration through real-time updates, color-coded progress tracking, and built-in communication tools. Features like single sign-on (SSO) and chatbot notifications further streamline operations, enabling staff across shifts to stay aligned and responsive without relying on fragmented email threads or verbal updates.

## Customer benefits

TaaS brought structure, visibility, and accountability to Fresno Chaffee Zoo's EHS and Security operations. By replacing fragmented communication methods like email and verbal updates with a centralized, real-time task management system, the team improved coordination across shifts, reduced confusion, and ensured that every request had a clear owner and deadline. The intuitive interface and Microsoft Teams integration also made adoption seamless, enhancing collaboration without disrupting existing workflows.

## TeamsWork

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**Faster Response Times** - The team achieved a **30%+ improvement in response times** for Security and Maintenance-related tickets. This allowed them to address urgent safety and access issues more quickly, improving both guest and animal safety.



**Smarter Resource Allocation** - With detailed ticket data, the team could identify recurring issues and high-need areas. This enabled them to build a **heat map of problem zones**, allowing for proactive resource planning and faster resolution of common challenges.



**Improved Communication and Accountability** - By eliminating unnecessary emails and enabling real-time updates, the team reduced follow-up confusion. The assignee feature ensured that tasks were clearly owned and could be reassigned as needed, improving clarity and accountability across shifts.

