

Addleshaw Goddard Supports Expansion with Hornbill's Supportworks



ADDLESHAW GODDARD

Business Benefits:

- Workflow tools ensure that calls are managed through the system, helping the department to achieve its one hour call resolution targets.
- SLA tools give visibility of all calls, ensuring escalation at the appropriate time, and enabling easier management.
- Shared knowledgebase enables team members to research similar problems and so speed call resolution.
- Easy to use reporting and analysis tools help to pinpoint potential problems so that they can be dealt with immediately

One of the top legal firms in the UK, Addleshaw Goddard delivers client services through four divisions located in three offices in London, Leeds and Manchester. With over 1,200 partners and staff, and an ambitious growth strategy, Addleshaw Goddard aims to reinforce its profile as a top 15 UK firm within the next five years. As the key strands of the firm's strategy is to attract and retain great people; the competition from other firms is stiff.

One way that the firm feels it can make a significant difference is by offering a great workplace, with the very latest in technology and support infrastructure. By ensuring that fee-earning staff and partners are able to do their jobs to the very best of their ability, with as little distraction as possible, not only will the firm provide excellent services to its clients but it will be able to grow and meet its goals.

Ambitious Call Resolution Targets

With this in mind the IT Department recently upgraded its Helpdesk call resolution targets from 4 hours to just one hour for 95% of calls. The department is looking to achieve this figure by the end of 2005.

Luckily for IT Support Services Manager, Susan Lee, Addleshaw Goddard uses Hornbill's Supportworks platform for managing and monitoring all Helpdesk calls. Susan comments, "We installed Supportworks in 2002, and since then it has formed the backbone of our Helpdesk and Support service. As a result of a merger with another firm last year we had two helpdesk systems, however, we chose Supportworks because it is so easy to use, and provides all the functionality we need to manage our helpdesk environment. The reasons that we selected Hornbill originally still stand today. The SLA (Service Level Agreement) tools and the reporting and analysis features are critical if we are to meet our new targets."

Supportworks is used across the IT department by the Support Services team which comprises of the Helpdesk, Trainers and IT Administration staff; the Technical Services team; the Legal Systems team; and a team of developers. There is a Support Services team at each of the three locations.

Workflow Processes Streamline Calls

The Helpdesk currently receives an average of 2,500 calls per month which are all routed to the next available analyst, whatever their location via the firm's national ACD (Automatic Call Distributor) system. This enables the three teams to share the workload. From here, Supportworks' workflow processes help to manage calls through the system. Each analyst will take the calls as far as they can. If, however, after discussing the situation with colleagues, they cannot resolve an issue, it is passed to the Technical Liaison within the team. The Technical Liaison researches the problem using Supportworks, looking

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Susan Lee,
IT Support Services Manager,
Addleshaw Goddard

for previous instances or information within the knowledgebase that will help with a resolution. Once they have solved the problem it is documented and shared with the rest of the team. If they cannot find an answer, the call is passed to the Technical Services team. The Technical Services team either handle the call or, depending on its nature, it may be escalated to the Legal Systems team or the developers. Each stage is documented within Supportworks, and is totally visible to team members at any time. This enables Susan and her deputy to ensure that SLAs are being met.

All 'normal business calls' are covered by the new one hour SLA. This comprises any call where something has gone wrong and is preventing people from working. For instance, failed hardware can be swapped for new kit, or people may have difficulty with printing or with a document. Addleshaw Goddard has a very strict house style for all documents, and has deployed a modified version of Office 2000. This can sometimes cause issues if a client wants their document produced in a certain way that conflicts with the house style. 'Normal business calls' also includes password resets and setting permissions on calendars or switching on 'Out of Office' replies when someone has left the office forgetting to do it themselves. The team has remote access software which enables analysts to look at the PC to see for themselves what is happening, which helps with swift diagnostics.

Any calls that require a desk visit are forwarded via Supportworks to the local office for action. The call is flagged in the system, to ensure that the call is dealt with as quickly as possible.

Flexible Reporting Supports the Business

Supportworks is used for logging, monitoring, and escalating all calls for help and assistance. It is also used for detailed reporting and analysis, which helps Susan assess training requirements and to see where there are persistent problems. Susan explains, "The way we profile calls means that it is quick and easy to search for calls, and to analyse them. This enables me to spot any potential problem areas and take remedial action before the situation gets out of hand."

Support for External Customers

As well as providing immediate support for 1,200 staff and partners, the Support Services team also supports some customers. Addleshaw Goddard launched the Employment Channel - an initiative that won them The Legal IT Forums' 'Electronic Delivery of Legal Service' award in 2004. One of the Firm's Employment Lawyers has turned broadcaster, and records comments and advice on employment law and various associated topics, which is then made available to subscribers via the Internet. The Helpdesk provides support for users of this service with all calls logged on Supportworks.

Smooth Roll Outs for New Systems

As standard procedure before a company-wide roll out of a new system, Addleshaw Goddard's IT department will run a pilot. This enables the department to fine tune the system by identifying any bugs and streamlining the training and documentation processes. Supportworks plays a key role in this process, and ensures that when new systems are deployed across the firm, that the roll out is as smooth as possible with the minimum of disruption for staff and partners.

Susan Lee comments, "We have been using Hornbill's Supportworks now for three years, and it has made a huge impact on the IT department's ability to support the business. We are confident when we roll out new business systems that it will run smoothly because we have already tested all areas likely to cause problems. It has helped us to better assess training and documentation needs for staff and partners, and most importantly of all, it has enabled us to take the daunting step of cutting our call resolution times from four hours to just one hour. This significant improvement in support service will not only help the firm to perform better by providing a better service to our clients, but it will also help us to keep our staff and partners happy, and so retain the great people that make Addleshaw Goddard a great place to work."



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