

Arco's 1,500 staff in the UK experience improvements in IT service delivery with Hornbill's Supportworks ITSM



Self-service reduces calls to the service desk and provides staff in India with access to services and information

Arco is the UK's leading supplier of safety clothing and equipment. Established in 1884, Arco has a long history of helping to keep people safe at work. As industrial and manufacturing processes change to keep pace with the ever-evolving demands of an increasingly sophisticated consumer, Arco has stayed at the forefront of the safety and maintenance supplies business.

Arco has a turnover in excess of £200 million with over 100,000 customers and 46 locations across the UK. As well as providing approved personal protection equipment to the UK market, Arco also supplies companies in Africa, Asia, Europe, North America, the Middle East and Australia, with products shipped to over 100 countries last year.

The company has expanded considerably over the past twenty years and has made significant investment in IT to enable smooth business operations. To support over 1,500 staff using IT systems across its 46 locations, the company has recently invested in Hornbill's Supportworks IT Service Management software.

According to Lilian Parker, IT Service Delivery Manager at Arco: "We had been using Hornbill Supportworks successfully for just under a year when we decided to upgrade to Supportworks ITSM. We wanted to get the most from the system by adopting ITIL best practice and this was the most natural path. Since implementing Supportworks ITSM and adopting an IT framework based on ITIL best practices, many of our users are now using the customer SelfService portal for information and to log calls. We have dramatically improved our service levels and been able to meet our Service Level Agreements in a much more managed way."

Successful logging and management of calls through Supportworks

Arco's first line IT service desk uses Supportworks ITSM to log all incoming queries, calls and emails and raise tickets. The developer and infrastructure teams are using Supportworks to log requests, while the second line support service team - for specialist applications - uses the system to log calls and manage workloads.

The IT service team supports users across the UK, Ireland and India. The customer SelfService portal has been particularly successful - users visit the portal to log

Business Benefits:

- Partitioning enables service calls to be tracked for different systems and support teams
- Reports enable analysis of calls and proactive action on priorities and allocation of resource
- Information from reports enables performance to be measured against KPIs to meet Service Level Agreements
- SelfService portal enables users anywhere in the world to access information easily and log calls
- Survey option enables service desk team to collate customer feedback and use the information for continual service improvement.

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Lilian Parker,
IT Service Delivery Manager,
Arco

queries and monitor the progress of calls themselves. For a UK-headquartered organisation like Arco that has to support a growing worldwide workforce, SelfService is crucial. For example, Arco’s staff in India can now log queries out of European daytime office hours providing them access for the first time to services and support.

In addition, the IT department posts planned maintenance changes on the portal and makes instruction documents available to users. IT champions in each of the company’s branches are core users of the site, checking daily for updates and information. “We haven’t actively promoted SelfService,” said Parker. “But it definitely adds another dimension to our support service that has proved popular with staff, improving our communications by making information much more available.”

Supportworks ITSM has played a major role in capturing user feedback and issues on implementation of new systems. The team has been able to record queries and problems, using the ticketing functionality within Supportworks ITSM to manage new projects separately. The tickets raised on the new projects have been analysed to assess the success of an implementation and make recommendations, such as any remedial action required or additional user training needed.

Once the implementation phase of a new application or system has been completed, the success of the project analysed, and lessons learned, the service requests are integrated with the overall support pool.

Managing support tasks and resources more efficiently

A key benefit of Supportworks ITSM to the service team has been the ability to manage and prioritise tasks more efficiently. Calls are classified according to priority levels, based on the impact to the business, which then enables the team to set expectation levels for responses and resolution times.

For example, a low priority level call (with minimal impact to the business), might be a request from a user on how to use Microsoft Excel. The service team is then able to prioritise workload to manage tasks according to these agreed levels.

“With Supportworks ITSM we are now able to identify priority calls and therefore assign the appropriate level of service. By setting clear expectations around our service delivery and using Supportworks to put it into practice, we have been able to achieve our performance targets and meet our SLAs,” explained Parker.

“Supportworks ITSM enables us to demonstrate to the business managers exactly how we are managing the service. The reports are excellent and enable us to carry out root cause analysis - for example, we can suggest more end user training, or phased implementation of new systems.”

Features within Supportworks ITSM enable the IT Team to gain feedback on the services provided. A bulk email is sent out on a regular basis with key questions on the service and SelfService options - how responsive was the service, how knowledgeable the staff, how long was the user left waiting, for example.

According to Lilian Parker, the results have been very positive: “At the start of the year we were rated ‘Average’ on service, now at the end of the year we are rated as providing a ‘Good’ service. Not only have we been able to measure this with Supportworks, we are able to respond much faster to feedback and issues highlighted because we are now able to capture the information so much more easily. With the data from Supportworks ITSM to guide us our next goal is to provide a ‘very good’ or ‘excellent’ service.”

Future plans to extend to external customers

Following the success of Supportworks ITSM to date, Arco is looking to extend the use of the solution to the supply chain service team. The supply chain customer services team deals with returns and customer complaints, and the intention is to log and track calls using Supportworks.

The Arco IT team has also been working closely with Hornbill to develop ITIL best practice by linking with other local business users at informal IT forums. “We have been delighted with the difference that Supportworks has made so far. There is still so much functionality within Supportworks that we have yet to optimise,” said Parker.



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