

Basilica provides world-class IT support service to Regus with Hornbill's Supportworks



Basilica
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Regus

Basilica Computing is a service focused solutions provider specialising in HP, IBM, Oracle and Microsoft infrastructure technologies. The company prides itself on providing first class services and support for its clients. It was the attention to detail, and the ability to listen to client requirements and match them exactly that won Basilica the contract to provide IT Service Desk facilities to Regus plc, the world's largest provider of serviced offices. Regus operates more than 400 business centres in 46 countries, and serves 60,000 customers around the world on a daily basis.

Looking after these customers well is one of the key elements that keeps Regus in its market leading position. To do this, Regus staff need a solid and robust IT infrastructure, and when issues arise, they need support that they can rely upon, fast.

The Challenge

Regus had previously outsourced IT helpdesk services to a third party supplier but felt that the standard of service was poor. Basilica had been working with Regus for several years, supplying hardware and engineering support, so when it was time to look at alternatives, Basilica was invited to tender. The biggest challenge was the short timescales, as there were only two weeks to implement the new solution.

The Solution - Supportworks

Basilica selected Supportworks from Hornbill on which to base their service for Regus. As Paul Briggs, Service Delivery Manager at Basilica explains, "We knew of Hornbill historically, and once we had seen a demonstration of Supportworks we were confident that it had the features we required, out of the box. Flexible, standard functionality was crucial to us, because of the short timescales involved." Another reason for selecting Supportworks was that the solution was already ITIL compatible. From experience, Basilica knew that best practice methodologies, such as ITIL, would provide immediate process improvements leading to a significant increase in speed of delivery of the service.

That was in April 2003. Today, Basilica supports 3,600 Regus staff in 46 countries. To provide this scale of service Basilica has helpdesk operations in 12 different countries, each supporting Regus sites in several countries.

Business Benefits:

- Established, fully functional platform ensures fast start installation
- Comprehensive reporting and analysis enables early identification of issues
- Flexible technology supports global implementation
- ITIL compatible approach streamlines business processes automatically
- Product partitioning enables multiple deployments to support different customers

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Paul Briggs
Service Deliver Manager
Basilica Computing

All support calls, including international calls, are routed to Basilica's central helpdesk who then allocate the calls to the most appropriate team. The helpdesk provides first line support for the desktop and server environment and second line support for desktop and enterprise systems, including Peoplesoft.

The overseas operations are all linked to Supportworks via a virtual private network (VPN), and use exactly the same system as the users based in the UK.

Basilica has 23 people working on the Regus account; although a total of 60 staff are registered to use Supportworks. Mr Briggs commented, "The Regus helpdesk takes about 1,000 calls per week, and these calls can be anything from password resets to a complete rebuild of a PC. We dial in remotely wherever possible to see what is happening with a PC or server. Then if we need to send an engineer on-site, they know exactly what they are dealing with in advance, which helps us to provide a more efficient service."



Reporting & Analysis

Supportworks is delivered with an extensive range of management reports as well as an easy to use report generator for running ad-hoc reports and analysis. This enabled Basilica to deliver meaningful information to Regus from day one. After the implementation Mike Brockington, CIO at Regus Technology commented, "During the first week of operation, Regus had received better management information from Basilica Computing than it had from its previous partner, in a year!"

As well as providing business and operational reports that help Regus and Basilica to understand where they have issues, and what systems are causing problems, Supportworks also generates reports for staff measurement. This ensures that all staff are kept appraised of their productivity and performance targets and can see how they are doing against those targets.

Expanding the Service

As the service provided to Regus has been successful, so Basilica is now looking to widen its offering by extending the helpdesk service to other smaller clients, and to its own staff. This new service is using a separate configuration of Supportworks, but essentially works in the same way.

When asked to summarise, Paul Briggs said, "Hornbill's Supportworks has proven to be a flexible, reliable platform on which we have based our IT Helpdesk Service for Regus. The project has been so successful that we are now offering a similar service to smaller clients. The partitioning within Supportworks means that we can service separate clients, whilst still gaining economies of scale. The process management and reporting features within Supportworks ensure that we can deliver a streamlined, highly automated service, which enables us to provide proactive feedback and recommendations for infrastructure and applications management for our clients."

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