

Hornbill's Supportworks Proves a Winner for Camelot Group



Camelot Group, the operator of The National Lottery, is committed to raising money for Good Causes designated by Parliament. To date, over £16 billion has been raised, benefiting more than 180,000 individual projects across the UK.

Camelot runs one of the most cost efficient lotteries in the world, using only 5 per cent of its total revenues in operating costs. Camelot Group prides itself on running a tightly controlled ship - efficiencies throughout its operations are of vital importance. Since Camelot depends so heavily upon its IT services to ensure the smooth operation of its lottery systems, having first rate IT support services is essential.

Round the Clock Support

The IT department has implemented Hornbill's service desk management software, Supportworks, to assist its IT support staff to provide round the clock support for Camelot's internal users of the network, server and desktop systems.

The IT group supports around 1,200 users based nationwide across Camelot's seven offices, as well as a further 150 remote users who are field based. The desk, with just seven staff in total, is the first point of contact for the business dealing with IT incidents and requests.

According to Stephanie Roddy, IT Customer Services Manager at Camelot, "The Service desk provides the initial contact for all users, fixing 55% of the calls first time. We are based in Aintree and therefore rely predominantly on the telephone, web and email to log calls."

Tracking and Logging Every Call

The second line support teams are the desktop support, Intel support, interactive and operations service and problem management. All use Supportworks to track and log call progress. Other specialist groups within the organisation also now use data recorded on the system in the Asset management toolset, for performance metrics and internal audit information.

"To provide excellent levels of support to our internal customers, we needed to implement a scaleable, flexible toolset," said Neil Kellar, Head of IT Service Delivery for Camelot Group. "This has enabled us to provide proactive service management to the business. When considering our initial requirements for a help desk tool, Supportworks met our needs."

Throughout the decision process it became apparent to the Camelot team that Supportworks could achieve everything that it wanted of a product and was competitively priced. Furthermore, it could be easily integrated with existing applications.

Business Benefits:

- Improved customer service through effective logging and tracking of enquires
- Use of knowledgebase has enabled first-line service support to increase first time fix rate.
- Self-service enables customers to check call status and search the knowledgebase, reducing helpdesk calls
- Integration of Supportworks with third party applications enables more accurate, synchronised asset and user data, enabling faster customer response
- Assetworks Discovery enables effective collection of data and management of assets, reducing the number of 'lost assets' and associated costs.

Although all of the functionality required came in the Supportworks solution, the IT team chose to take a phased approach to implementation.

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Neil Kellar,
Head of IT Service Delivery
Camelot Group

Impressive Service and Support

Camelot was impressed with the service and support provided by Hornbill throughout the initial sales meetings and the implementation. Hornbill worked alongside the Camelot team to make sure they fully understood the specification and to ensure that the live system was what was required.

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Since implementing Supportworks, the IT service desk team has seen its role evolve from a reactive helpdesk that is demand driven, to becoming a highly evolved proactive support function with a business focus.

Following the merging of the desktop and service teams to provide one IT Service Support Centre, the Service Desk has rolled out Service Level Agreements throughout the twelve business areas that it supports, using information from Supportworks. This has helped to set clear expectations and service measurements for the different units.

Managing Assets Effectively

The Service Desk has also deployed Assetworks Discovery, which has provided a fully automated enterprise asset discovery feature. This automatically 'discovers' computers, printers, network switches and most other devices that are attached to the network.

"Assetworks Discovery has helped us to collect data and build a comprehensive repository of information. It will allow us to manage more effectively our assets within the company and ultimately save us money on unaccounted for or lost assets," said Kellar.

The team has also been working on the development of the knowledgebase facility within Supportworks. To date the Service Desk and desktop support team has been using the knowledgebase to share information and has seen improvements in the first time fix rate. Once this has been fully tested by the first line team, the intention is to roll out the feature to other departments, and ultimately to internal customers in Camelot via a web self-service feature.

"Improvement really is a continuous business," explains Stephanie Roddy, "We are investing time in using the features in Supportworks to their full capability. This is actually saving time as we are able to shift our role as a reactive support desk to a proactive one."

Award-winning Success

Clearly the team is working well and achieving success, evident not only through internal feedback but also through external recognition. The service desk has recently won the top award at the Help Desk Institute's 2005 annual awards. The award acknowledges that the helpdesk operation is providing levels of service that meet globally recognised industry standards, and, claims Roddy, Supportworks played an important part in winning the award.

Following the success of the implementation so far, Camelot is going to be part of the beta testing team for future releases of Supportworks, so that they can continue to input into the development process. Camelot's IT team is also working with the facilities department to develop a system to log and track all facilities-related requests.

"Supportworks met all our expectations. It has delivered everything we had in our criteria for the first implementation phase, the next phase we hope will deliver the 'wow' factor," concluded Kellar.



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Assetworks

Supportworks