

Hornbill's Flagship Product Supportworks ITSM Helps Flagship Training Deliver Top Level IT Services to Royal Navy

Flagship Training Limited (Flagship) is a leading provider of training solutions and support services including facilities management and construction. Its expertise is widely recognised; from training engineering apprentices to designing training technology solutions for military customers.

A joint venture between two leading defence and government services organisations BAE Systems and VT Group, Flagship was formed in 1996 when a groundbreaking partnering agreement was signed with the Ministry of Defence to deliver support services to reduce expenditure and generate income for the Royal Navy.



Business Benefits:

- Customised call scripts increase numbers of calls resolved at first line support
- Functionality reduces time spent logging calls and improves analyst productivity
- Call data helps to manage call trends and track performance, identifying common issues and training required
- 'Traffic light' escalation process ensures specified user downtime levels met
- Management reports demonstrate meeting of SLA targets and improved customer satisfaction
- Hornbill's commitment to ITIL has enabled Flagship to introduce best practice processes throughout its IT Support Desk operation

An Integrated IS Strategy

Flagship manages an integrated IS strategy for the Royal Navy's Training Command across ten geographically dispersed locations, which enables them to benefit from shared resources, uniformity, improved reliability and reduced costs.

The IS team at Flagship has recently delivered a major project for the Royal Navy when 'Windows 2003/XP' was rolled out across all the naval training locations. This 'thin client' solution provides system emulation to over 4000 users on 3500 access points, rather than using locally held software on desktops.

Centralised Service Desk

The system is administered centrally and to support the central IT helpdesk Flagship has invested in Hornbill's IT service desk management solution Supportworks ITSM. Since implementing Supportworks ITSM, the 50-strong IS team that supports the Royal Navy has been able to deliver higher availability of services and quicker resolution of technical problems.

"When we implemented the new 'thin client' infrastructure we agreed a new Service Delivery Agreement with the Royal Navy which specified very detailed levels of service that we needed to provide," explained Darren Nice, Head of Information Systems at Flagship.

"We measured the availability of the core services that we were offering on desktops, email and printing services on three levels - the user, the establishment or site and then all the sites together. Looking for a system that could provide this amount of detailed information accurately and automatically, we found that Supportworks ITSM fitted the bill exactly."

One of the key factors for choosing Supportworks ITSM was its ability to provide the majority of the requirements 'out of the box', while also being able to be configured to suit Flagship's exact needs.

Importance of ITIL

Flagship also wanted to introduce ITIL, the IT Infrastructure Library which forms the basis of the internationally recognised quality standard, IS 20000. With many of its staff ITIL trained, it has helped the company to standardise IS roles and procedures across all the sites, ensuring adoption of best practice and improving the way the service is managed and delivered.

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Tight Timescales

Hornbill rose to the biggest challenge that Flagship set them - installation of the solution in just thirty days. Not only did the Hornbill team achieve this, they also worked closely with the Flagship internal project manager and the Royal Navy team to ensure that the detailed output criteria could be met.

The initial installation was an out-of-the-box version of Supportworks ITSM for Incident Management which allowed the team to log and track calls, and the standard SLA module. Using the system in its vanilla form enabled the team at Flagship to fine tune their eventual requirements and it gave them a chance to test out the new SLA that they were delivering to the Royal Navy.

"A large number of staff were involved in the pre-sales development. We knew that we were working to very tight deadlines and wanted as many people to see the product prior to selecting Supportworks ITSM. Hornbill was extremely flexible in accommodating us and in providing guidance," explained Nice.

Customisations have been added gradually so that now the system includes configuration management, problem management and change processes. One of the key benefits that Hornbill's system provides is the ability to script calls. This has enabled service desk staff to ask targeted questions to ensure that the correct information is collected during a call, without being an expert. The system provides prompts so that the agent asks the right questions, often through to resolution of the query. This has resulted in a significantly increased number of fixes at the point of first line support - a key measurable in the SLA.

Meeting Service Level Agreements

Since implementing the system nine months ago, Flagship has already seen considerable business benefits, including improved management reporting as a result of the performance data and management information collected.

"We have been able to provide excellent reports that demonstrate how we are meeting our SLA criteria for the Royal Navy," said Nice. "What's more, we know that we can improve on this as we look at doing more data analysis and running 'what-if' scenarios."

Flagship has used the online customer survey function which has enabled them to continuously measure and meet its Service Agreement. Not only has Supportworks ITSM enabled the IS team to meet the targets, it has also provided evidence to support them.

Web Self-service

Following the initial success of the system, the company is planning to introduce the web self-service feature and promote the benefits amongst its users at the Royal Navy. Already adjustments have been made to the initial implementation on escalation procedures. Having used the system to identify processes, the IS team now uses the 'traffic light' system within the escalation process to ensure that the team automatically prioritises effort and time on the important calls, without having to identify them first.

The system automatically keeps track of the history of a user's downtime, which has been set to a certain minimum level. A user's downtime is constantly monitored and email prompts to the support staff ensure that should the level exceed the agreed deliverable, the call is given a higher priority.

Thanks to Supportworks ITSM, Flagship is continuing to meet its SLAs - indeed, so successfully claims Nice, that customers' expectations have now increased. The IS team is continually developing and growing new services. Whereas previously it was difficult to demonstrate improvements, now the IS team has ready data to support changes.

An area where this has been particularly beneficial is in the identification of training needs. Increased numbers of calls in managing email boxes, for example, has highlighted that training is required and has enabled the IS team to develop interactive training in this area and be proactive when implementing new systems.

For Flagship, the true benefits of Supportworks ITSM are evident as Nice comments: "We used to deliver a support service to over 1750 users on workstations connected up to the server. Now with the combination of dedicated staff, a new 'thin client' architecture and Supportworks ITSM we have doubled the number of users we support for the same cost and at a higher service level."

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