

# Gleeds Reaps Efficiency Benefits from Centralised IT Service Desk Using Supportworks ITSM



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## Business Benefits:

- Improved support service through centralised call logging and tracking.
- Visibility of calls enables IT team to monitor performance.
- Reports from Supportworks provide data for agreed SLAs.
- Adopting ITIL best practice has improved efficiency of IT service team.
- Centralised service desk for first line support has freed up engineers to fix and resolve problems.
- Supportworks has facilitated centralised IT purchasing, reducing costs.

Leading international management and construction consultancy implements centralised service desk and adopts ITIL best practice to support staff in offices across UK.

Gleeds, the International Management and Construction Consultancy, offers a broad range of services to clients worldwide with 31 international offices operating across 5 continents. With seventeen regional offices located throughout the UK, it is very much a global business with a strong local character.

Gleeds has over 120 years' experience in the building and construction industry and employs 1500 people. With diverse offices needing to communicate effectively to service clients, the company relies upon its IT network, systems and applications for its operations. Recognising the need to improve its IT support and service processes, the IT department has recently implemented Hornbill's Supportworks ITSM (IT Service Management) software.

The department selected Hornbill's system for its all-round functionality, and importantly it has enabled the team to adopt ITIL best practice. According to Simon Sheldon, IT Service Director at Gleeds; "Hornbill's Supportworks ITSM was very flexible and met all of our requirements in one package - we didn't need to think about having to source additional modules to extend functionality later. Additionally it gave us the opportunity to adopt the ITIL methodology in our working practices."

## Centralised Service Desk

Gleeds operates a centralised service desk that logs and tracks calls from staff in any of the UK offices and some overseas locations. In addition a team of engineers operates throughout the country, solving problems and incidents. The incident

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Simon Sheldon,  
IT Service Director,  
Gleeds

engineers are based across the UK - in London, Nottingham, Bristol, Warrington and Manchester. In addition, network engineers based in Nottingham support the UK network infrastructure.

The IT team supports all of the company’s IT systems - including desktops, all business and financial applications and a video conferencing system. The team uses Supportworks ITSM for problem, incident and change management and is starting to use it for release management.

A single freephone number enables users to log calls, which is also provided as a speed dial from office phones. One email contact has also been provided which is routed to the service desk.

### Improved Visibility of Calls

Hornbill’s Supportworks ITSM has enabled the team to have more visibility and accountability for all calls logged, and has freed up the engineers from dealing with calls. In addition, users are able to request information on the status of their calls.

“Prior to Supportworks ITSM our engineers were busy taking support calls, which meant that they were unable to get on with the work of fixing problems. We also found that calls were being logged inconsistently, with no way of recording or getting back to the user about the status of their request,” explained Sheldon.

“Supportworks is very user friendly and we have found that the team very quickly got up and running after implementation. We have been able to adapt it to exactly how we work and there is flexibility to use more of the functionality as we move forward,” he added.

Supportworks now provides an audit trail of each call taken, its status and when it is resolved. Reports generated from the system enable us to monitor team performance. Since being able to manage the support service more efficiently, the team has also been able to measure its performance against new Service Level Agreements.

“We now have an accurate measure of how we are performing that we can relate directly to the business,” said Sheldon. “With our ITIL working processes we can follow through and check reports against our agreed targets. We can see how many calls we have taken, response times and time taken to resolve issues.”

### Positive Feedback

Feedback from users and management across Gleeds has been positive. The single point of contact and improved response has made the team more efficient and so improved customer satisfaction.

Following the success, the team intends to introduce the Customer SelfService Portal, so that users can log and track calls via a secure web interface. The team are also planning to implement Configuration Management enabling them to track and manage data relating to its complete IT infrastructure within the CMDB.

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