

Halliwells IT Team Meets Customer SLA Targets with Hornbill's Supportworks ITSM



Halliwells

Business Benefits:

- Call logging enables calls to be assigned to teams and prioritised.
- Easy-to-use screens with call history & user photos improve call handling and customer satisfaction.
- Adoption of ITIL has introduced new efficient working practices.
- Reports highlight and identify common problems and issues.
- Allocation of resources and priorities enable SLAs to be met.
- Improved resolution of calls / meeting SLAs reduced fix times and increased user productivity.

IT team increases SLA success rate from 60% to 92% with Supportworks ITSM service management solution.

Halliwells is the fastest growing commercial law firm in the UK, with offices in Manchester, Liverpool, London and Sheffield. The firm has grown rapidly in recent years, with considerable investment in technology, including CRM software.

With such rapid growth and increased numbers of personnel, the firm has continued to invest in its IT infrastructure. With over 1000 staff across its offices, it is vital that technology helps the firm to maintain characteristics of its success from when it was a smaller firm, such as its rapid ability to respond to change, whilst gaining all the benefits of its increased size. The company has placed significant emphasis on developing a 'follow me' environment in its new headquarters located in Spinningfields, Manchester, following a company relocation from five disparate offices in the city.

At the heart of this new working environment is IT and to support the systems that are so critical to its business operations, Halliwells has invested in Hornbill's Supportworks IT Service Management (ITSM) software.

Ticking Every Box

The IT team uses Supportworks ITSM both for the service desk and as key management tool to administer effective IT support. The system also played a central part in the success of the recent move to its headquarters.

"Hornbill's Supportworks ITSM ticks every box for us," said John Salt, Head of IT Services at Halliwells. "We are using it for all aspects of our IT service management - not least incident, problem and change management. We have seen significant efficiency gains since using the system."

Halliwells short listed potential suppliers to two, and selected Hornbill's solution over Touchpaper for its advanced functionality, ITIL compatibility and the reporting features. The company intends to apply for ISO 20000 certification before the end of the year and is now almost halfway towards achieving this goal.

"We reviewed Hornbill and Touchpaper in the most depth, and really liked Hornbill's product. It was the most advanced tool that could give us everything we wanted. We liked the human aspect of the user screens - the end-user photos were surprisingly well received.

"When we saw the ITSM version we knew it was the right product for us - we knew that we wanted to go down that route," explained Salt.

Supportworks ITSM replaced an existing web based call logging system. While the team could log calls on the previous system, these were assigned directly to a member of the team, with little visibility to anyone else.

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If that agent was off for a number of days then calls could go unnoticed, with no automatic escalation that the calls were not being dealt with. From the management perspective it was difficult to gain an overall view of quantity of calls and speed of resolution, let alone assess who was working on what.

Invaluable Management Tool

Now, Salt explains, Supportworks ITSM has become an invaluable management tool, not just for the support team but across the department. "We always knew Supportworks would be used for far more than the logging of support issues, of course", says Salt, "but we've been surprised at just how far reaching a management tool it is". "In a service environment it's too easy for your infrastructure or application management teams to work on 'the most recent request', rather than to focus on work that might be more important but currently less visible. But by logging in Supportworks all releases, changes, problems, incidents and other tasks, it's easier to maintain lists of everything we need to work on, then to see what's really our current priorities. And then as business priorities change, we can increase efficiency by re-prioritising accordingly.

"It's also encouraged us to become a lot better at tracking and communicating progress on work, thanks to the diary features. And everything is tied together, as ITIL suggests, so for example when you complete a change request you can resolve the underlying problem and then all the incidents that related to that problem."

Using the data in the easily customised reports, Salt has been able to set team targets and improve working practices, enabling the teams to work more effectively.

Meeting SLAs

"Before Supportworks ITSM we had only about 60% success on meeting our SLAs. Now we are meeting them at levels of 92%. This of course has a direct benefit to the business - time can literally mean money when you charge by the hour. If a partner's productivity is hampered for a few hours that can represent, say, up to a thousand pounds worth of loss of time recording. Speed is vital to support their profitability," explained Salt.

The IT team is using Supportworks ITSM for change management - staff update their own change requests and the reports are generated automatically. Using Supportworks has reduced the administration involved and it is easier to update the changes.

Reports from Supportworks ITSM on recorded issues have also enabled the IT team to identify common problems and incidents and identify patterns. The team regularly updates the knowledgebase with notes and personal research, building a central repository that all IT staff can then tap into. Individuals are assigned a half day a week to write up notes and input the data, to ensure that information is captured centrally and is not lost as personnel move on.

Notes on problem management are 'blogged' in the call diary so that different members of the IT team can easily follow up the history of a problem and different approaches that have been tried. Salt is also impressed with Hornbill's online user forum.

"Hornbill's Support Forum is a great facility - people can post questions, share information, experiences and ways of working - almost like Facebook. It is a great way to show how Supportworks ITSM is being used as a tool and how we can continually improve what we do," said Salt.

Easy to Use

The usability of Supportworks ITSM has been invaluable. Salt is in no doubt that the recent office relocation to the new flagship eight story building was managed smoothly with the help of Supportworks ITSM.

The IT team knew that during the first week of being in the new building the support calls would be high. They created a temporary enterprise-wide service desk, manned by the training team who took calls on any move issues, whether facilities, IT, training or other support issues. Salt trained the 'front-line' on Supportworks ITSM, which he claims took "no more than ten minutes to get them going".

The IT department itself was split up into small teams distributed across each of the eight floors, with an escalation team kept centralised so that they could deal with issues remotely or be deployed to where they were needed most.

Looking to the future, Halliwells plans to make full use of Supportworks ITSM for asset management to replace the current manual system for tracking company assets including Blackberrys and mobile phones, and then beyond to extensive configuration management of its IT environment.

"Supportworks ITSM has surpassed our expectations - it is a great service desk and IT management tool. Its flexibility has really enabled us to increase our efficiency as to how we track, manage and resolve calls. Now we are able to identify issues and problems to help us meet our SLAs. There is no doubt that we have demonstrated the value of IT to the business and our customer satisfaction has certainly increased."

HORNBILL

Hornbill Systems Ltd.
Ares
Odyssey Business Park
West End Road
Ruislip
HA4 6QD
UK

Tel: +44 (0)20 8582 8282
Fax: +44 (0)20 8582 8288

Hornbill Systems, Inc.
300 East John Carpenter Fwy
Suite 110
Irving
TX 75062
USA

Tel: +1 972 717 2300
Fax: +1 972 717 2331

Email: info@hornbill.com
Web: www.hornbill.com