

## Lex IT Helpdesk Motors Successfully with Hornbill's Supportworks



Lex is a wholly owned subsidiary of HBOS. The company has over 40 years experience of providing vehicle management solutions to corporate and private customers. Over the years Lex has increased funding through joint ventures and successfully grown organically to become the UK's largest contract hire provider of company cars and vans.

Today it owns a fleet of over 178,000 cars and vans. Just over 20,000 businesses across the UK, including two thirds of the FT-SE 100 companies, trust Lex to provide motoring and vehicle services.

The company has two main areas of business - car contract hire and purchase and UK Fleet Lease Management. To support these services Lex relies upon its IT systems. Car and contract details, booking systems and leasing option information are all stored electronically and accessed by staff in its head office and across its garages and dealerships.

### Central Point of Contact

The IT team provides a central point of contact for all IT support calls on the network infrastructure and applications throughout the business. With over 1000 internal staff and 300 external users across its nationwide suppliers relying on its IT systems for day to day operations, it is important that the IT team provides an effective, responsive service. The company has invested in Supportworks to track, log and monitor support calls.

Originally the IT team had been using an old system that required considerable updating. It also wanted to use a new helpdesk system that could maximise the use of web technology and email to help provide support to customers.

### Supportworks Shortlisted

Following extensive research of market offerings on the internet and at industry shows, Phil Speake, Technical Support Manager at Lex, shortlisted two help desk solutions - Hornbill's Supportworks and BMC's Remedy.

After a demonstration of the two products, Speake opted for Supportworks. "Hornbill's solution had the look and feel and functionality that we wanted - it offered 95% of the functionality that we needed out of the box. Everything was there without requiring a lot of redevelopment."

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### Business Benefits

- Customers have a single point of contact for all calls, resulting in a significant increase in overall satisfaction
- Single repository of customer information enables calls to be resolved faster and improves efficiency of staff
- Web self service enables helpdesk customers to log and track support calls for themselves
- Built in alerts notify analysts of customer updates to online call logs
- Scheduling of reports enables routine checking of problems
- Ability to accurately track call progress enables Service Level Agreements to be monitored

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Phil Speake  
Technical Support Manager  
Lex

The IT team has a total of 55 users of the solution. Over 4500 calls are logged and tracked monthly on Supportworks. Using the built-in workflow processes has enabled the IT team to streamline and formalise some of its routines and improve its service to customers. Supportworks’ easy integration also enables it to link with Lex’s existing desktop management software, Altiris.

### Automating Processes

A particular area that this has benefited has been the ordering and supplying of ASDL circuits to customers. Being able to track what work has been done and monitor activities undertaken has improved the process. Previously it had been difficult to track what actions had been undertaken and by whom.

“Automating our processes has really saved us time and reduced mistakes,” said Speake. “Not only are we working more efficiently, it has improved our ability to service end users.”

### Web Self-service

Customers of the helpdesk are also able to log calls on the web, and track progress for themselves. They are also able to add comments or request updates, which are sent as alerts to the analyst that has been allocated the call.

The implementation of Supportworks was, according to Speake, very smooth; “The Hornbill consultant at the start was fantastic - very knowledgeable. All along working with the team at Hornbill has been a pleasurable experience.”

Since implementing Supportworks the IT team has been able to monitor adherence to Service Level Agreements which they were previously unable to do. Using information gathered from Supportworks, the IT team plans to do further work on the SLAs redefining them where necessary.

The IT team is utilising automated reporting function within Supportworks. The analysts are able to draw off their own reports - weekly or sometimes at the end of the working day for certain queries. Using the scheduler enables reports to be run automatically.

### Maximising Knowledgebase

Speake is also impressed with the knowledgebase feature within Supportworks: “Identifying recurring problems is something we hope to build upon. We really want to maximise our use of the knowledgebase. We are planning to save documentation, helpdesk guides and give our analysts real time access, which will help them in their jobs. Ultimately we also plan to enable users to self-serve.”

Following the successful adoption of Supportworks by the IT team, the facilities team is also using the call logging and tracking features. Requests for new equipment and registering broken coffee machines or faulty doors are all logged centrally, enabling the facilities team to better service employees.

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Assetworks

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