

# London School of Economics Delivers Enhanced IT Service to Staff and Students



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■

## Business Benefits:

- Central logging of calls enables visibility to all IT services staff
- Tracking and logging of all calls provides support team with latest status information improving customer service
- Call statistics enable service desk staff to identify peaks and troughs and prioritise workload
- Ability to have an overview of all calls fosters greater teamwork across IT department
- ITSM templates enable IT team to adopt ITIL processes for Incident, Change, Problem and Configuration Management.

## 11,400 staff and students reap the benefits of improved multichannel IT support including online chat and walk-in 'surgery' sessions

The London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world. It is a specialist university with an international intake and a global reach. Its research and teaching includes all of the social sciences, including economics, politics, law, sociology, anthropology, accounting and finance.

LSE has a cosmopolitan staff and student body, located within its London city centre campus. It has approximately 8,700 full-time and over 800 part-time students from 140 countries around the world. The school also has over 1,460 full-time and 1,320 part-time members of staff.

## Meeting the Challenges of Supporting Students and Staff Across a City Campus

LSE's IT Services department provides the facilities and training to support the teaching, learning, research and administrative activities of the school - no simple task when users are spread across the main campus and ten residential halls. To support all users, the 85-strong IT department has invested in Hornbill's Supportworks ITSM (IT Service Management) software.

The IT department provides support by phone, email and 'virtual assistance' (text based chat) as well as holding walk-in 'surgery sessions' for student laptop users. Since implementing Supportworks ITSM over one year ago, 25 staff in first line support now use the system daily to log all incidents, as well as to implement Problem and Change Management, with plans to introduce Configuration Management and a new customer self-service portal in the autumn.

Hornbill's solution was originally chosen to replace an existing system that was no longer able to meet the institution's IT support needs.

Continued overleaf

“There is no doubt that the investment that we have made in Supportworks has been excellent value for money - it has more than paid for itself in the productivity gains that we have seen.”

James Hargrave,  
User Support Manager,  
London School of Economics

According to James Hargrave, User Support Manager in IT Services at LSE: “We wanted a solution that would allow us to integrate email into our helpdesk environment more effectively, without the need to run two systems side by side. We were also looking to introduce some ITIL processes and needed a solution that could handle Change and Configuration as well as Incident Management.”

### Out-of-the-Box Functionality; Easy to Configure

The IT team reviewed five competitive solutions, finally selecting Supportworks ITSM for its comprehensive in-built functionality and flexibility to be configured further, as and when required.

“The staff preferred Hornbill’s user interface to the other alternatives we evaluated and we felt that the system worked well out-of-the-box, yet gave us enough scope to configure it to our needs. We were also impressed with the support on offer from Hornbill - the customer web forum is really useful,” said Hargrave.

The fact that Hornbill has a significant market presence in the Higher Education sector was also a key comfort factor for LSE.

### Visibility of Calls Fosters Teamwork and Improves Customer Service

The IT team now has an overview of all calls that come in and their status, so that when an end user calls to follow up progress, anyone within the department can respond immediately.

If the IT department identifies a backlog of work required, it is able to react quickly, for example by re-prioritising calls. In addition, the team is able to see where calls have been passed on to second line support and what is outstanding. It also has an overview of workloads across teams. For example, a technical response team can see how many calls have been fixed at first line support. Similarly the first line support team can see that the reason their call may be waiting is that the second line technician already has ten calls in the queue.

“It is now much easier to track calls as we have total visibility,” said Hargrave. “We can see an entire call history and quickly identify what the status is and what needs to happen next. It has fostered greater teamwork across the department, and, as a result, has significantly improved our customer service.”

Since implementing Supportworks ITSM, the number of calls to the service desk has increased. “We have maintained our service levels and are consistently meeting our SLAs, despite an increase in call volumes. This has been achieved within existing staffing resources as a result of working more efficiently,” said Hargrave.

“Feedback received from users indicates that we are dealing with queries much more effectively, particularly when they call back for an update, even if the original person is not in the office. We have also had far fewer calls ‘disappear’ from the system, where they were never properly logged.”

### Return on Investment Through Productivity Gains

The IT department is using the call statistics captured by Supportworks to identify peaks and troughs in workload. Call and user volumes are being tracked to identify patterns and plan the timing of Change Management programmes such as maintenance to the campus network and upgrades to systems software to minimise user disruption.

“A significant part of our IT budget is the people cost to run an IT services department that is sufficient to meet our end user demand. There is no doubt that the investment that we have made in Supportworks has been excellent value for money - it has more than paid for itself in the productivity gains that we have seen,” said Hargrave.



## 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](mailto:info@hornbill.com)  
Web: [www.hornbill.com](http://www.hornbill.com)