

Qube Global Software Improves Business Efficiency with Hornbill's Supportworks

Qube Global Software is one of the most significant suppliers of property and facilities management software in the world. The company was created from the merger of Fraser Williams Commercial Systems, FDS Advanced Systems and Estate Computer Systems. Its portfolio of products includes the Horizon, Planet and Qube software systems. Over the last 30 years Qube Global Software has helped thousands of clients, from small investors through to global corporations, manage every aspect of their properties.

Customer Service a Priority

With a client base of over 150 multinational companies located in the UK, Europe, Asia and the US, providing an efficient, 24/7 support service to customers is a top priority.

Horizon delivers high value, complex solutions therefore each call made to the Customer Services team requires careful tracking and logging. The company has invested in Hornbill's Supportworks helpdesk management system to enable them to improve the management of these support calls. The aim of Horizon's Customer Services team is to enable its customers to achieve the maximum value from using its products. The team, comprising 18 support staff, manage all client contact including first, second and third line support. Where necessary, calls are escalated to the product development team or product consultants for assistance.

According to David Griffin, Customer Services Manager at Qube Global Software; "Our previous helpdesk system was very inflexible and no longer matched our business processes. We needed a new system to enable us to react to support calls efficiently and provide a more proactive service. Supportworks has enabled us to deliver a consistent support service to each and every customer that we hope will exceed their expectations."

Adhering to Service Level Agreements

With all customer details entered onto Supportworks, the Customer Service team are quickly able to identify the caller and the scope of service that they have contracted to. The system allows staff to be automatically notified of all recent activity associated with each individual client, improving communication between team members. The Service Level management tools within Supportworks are used to monitor the activity on all calls, and provide detailed and accurate information on the performance of the team. The reports that are generated by the system are then fed back to Customers as part of the Service Review process.

"One of the biggest benefits that Supportworks gives us is the Service Level management functionality - this allows us to continually monitor the performance of the Customer Services team against our contracted Service Level targets, and



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
- Ability to accurately track call progress ensures Service Level Agreements are met
- Escalation of calls can be logged and tracked to ensure timely resolution
- Single source of data supports all business functions: consultancy services, product development, sales and marketing, finance and administration

"It is difficult to put a value on the benefits that Supportworks brings us, but feedback from the teams that use it say that it makes them 30% more efficient."

David Griffin
Customer Services Manager
Qube Global Software

provide our customers with clear and accurate Service Level achievement reports. The system also allows us to proactively monitor individual calls so that the correct escalation procedures can be invoked prior to any call failing its service targets. Alerts are also used to provide information to team members about the caller - in the past it was very difficult to get this information to the team in a timely manner - now the information appears as a simple pop-up making the whole process far more efficient." explained David Griffin.

Self-service Success

Many of the company's clients access the system via a self-service website that allows them to log, update and view helpdesk calls on-line. The self-service option has also considerably improved efficiency - according to David Griffin up to a third of customers now register and use the helpdesk facility online.

There have been a considerable number of additional business benefits from using Supportworks. The initial phase of the deployment was focused on delivering a solution to the Customer Services team - the success of that implementation has meant that subsequent phases have rolled the system out to numerous other departments within the organisation. The individual needs of each department have been met by tailoring their "view" of the underlying data to meet their needs, whilst retaining a centralised database of underlying information. All of this has been achieved using the standard functionality that is available through Supportworks.

"Before we implemented Supportworks we had a wide variety of locations for customer related information - for example Access databases, Excel spreadsheets and paper based contractual documents. Now all our information is consolidated into a single updatable repository, used by 95% of our organisation. This means that all staff now have quick and easy access to the key information relating to our customers - we can now answer questions in a matter of minutes instead of many hours," said David Griffin.

Managing Additional Services

Much of Horizon's work relates to the provision of additional services through the consultancy team. Hornbill has worked with Horizon to develop a series of new screens that cater for these services, which may include consultancy, training, report writing or bespoke development. The system allows the creation of clear, concise and consistent work specification documents that provide the client with a breakdown of the work that will be provided.

Another key focus is product development- Horizon provides software updates to its products every six months. Information collected from customer calls is used to facilitate product development, and provides a valuable source of technical information.

Further Business Benefits

David Griffin commented, "Having all our business processes managed through a single system is a significant benefit that we have achieved through using Supportworks. This allows us to provide our clients with a consistent service that meets their needs at all times. Internally, we have achieved valuable improvements in the efficiency of our working practises - feedback from staff is that the system has allowed them to operate around 30% more productively."



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