

CASE STUDY



key facts

- Sitehelpdesk provides visibility of support request to users
- Levels of service measurable
- Improved allocation of workloads
- Increased productivity based on prioritisation of work

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Association of Northern Ireland Colleges

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Keeping Further Education on track to meet new goals

The Association of Northern Ireland Colleges or ANIC as it is known, is a non-profit organization that provides, amongst other things, MIS support services for Further Education college information systems in the Northern Ireland Further Education sector.

On 1st August 2007, Northern Ireland's 16 FE colleges merged into six new super colleges. The creation of these larger and more influential colleges is just one aspect of the government's future strategy for further education entitled Further Education Means Business, which aims to build upon the excellent work of colleges by creating a highly skilled workforce through the delivery of world class FE provision.

Making the most of limited resources

The NICIS (NI College Information Systems) team currently consists of 4 members of staff which must cover a number of sites.

ANIC installed sitewebdesk from sitehelpdesk.com Ltd in March 2008 for support of both internal staff (users) and their External customers (FE Colleges.)

Ronan Campbell, Business Support Analyst explains the need for a new helpdesk system for their very busy team. "We needed a system that could track calls from customers to manage the helpdesk service efficiently. We also wanted the customer to have visibility of their calls." He went to comment on why sitehelpdesk products were chosen above the competition.

“ The sitehelpdesk.com products had all the features we required such as call logging by email, user access, attachments and remote/pda access, at a very affordable price. ”

ANIC did not require any consultancy or direct assistance with the installation or configuration of their new helpdesk. " The installations instructions were very clear and straight forward. Any support from sitehelpdesk was also very prompt and useful. " Said Ronan.

Improvements in staff management

A small team supporting a large user base requires a system that can take work away from them and not add to existing work load. The helpdesk should also provide the ability to organise, allocate and coordinate work. "We are now able to track and monitor calls and produce reports showing how much service we provide to individual customers. We can also visibly manage support staff workloads and have increased productivity based on prioritisation of calls..." Said Ronan "...and the helpdesk has been well received by users and customers alike. The interfaces are effective, easy to use and understandable and the system is very customisable to suit individual needs."

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