

CASE STUDY



NEW FOREST
NATIONAL PARK

key facts

- 87 per cent of users consider the ICT department to be either satisfactory or excellent
- ICT support department improves efficiency by organising and logging IT calls
- IT technicians can share workload and prioritise calls
- ICT staff in planning also began using Sitehelpdesk-IT in 2008
- New Forest National Park Authority purchases a further five Sitehelpdesk-IT licences for the website and business support departments in 2009

New Forest National Park Authority improves efficiency of its ICT Department with

SITEHELPDESK-IT

Identifying the need for a helpdesk solution

New Forest National Park Authority was created over three years ago and one of its main objectives is to oversee and regulate the development and use of land. It assesses proposed developments in relation to national and local planning policies, taking account of other relevant factors including the impact of proposals on the National Park.

The Authority consists of around 80 staff with expertise across a range of disciplines including planning, conservation, recreation, education, finance and communications. It also has a small ICT department consisting of two IT technicians who are responsible for maintaining all hardware and software within the Authority.

When the Authority first started out, all IT problems from users were sent into the ICT department via email. Paul Fleetwood, head of ICT at New Forest National Park Authority, explains: "The original system of dealing with all calls from users via email was extremely difficult to manage between two IT technicians. If one of us was out for the day or off sick it was impossible to know which calls had been closed off or what the status was. It was also difficult to assign jobs between the two of us. We knew we needed to look into a helpdesk solution so we began doing some extensive research online."

Simplicity and cost effectiveness

The New Forest National Park Authority ICT department began using Sitehelpdesk-IT in December 2006. Fleetwood comments:

“ We selected Sitehelpdesk-IT mainly for its simplicity and the fact that the cost was so reasonable when compared to other systems. ”

"As a small team, we didn't want a complex system with lots of complicated functions that we would never get to use. We liked the fact that we could customise the system to suit our requirements, and also add more complex functions if we needed them. We needed the system to help us make updates on the status of each call and help us to prioritise our workload and share it evenly between us to ensure the ICT department as a whole is as productive as possible and servicing the users effectively."

Fleetwood purchased an initial five licences which are shared between the ICT department and the GIS team. Due to positive feedback from IT users within the Authority, ICT staff in the planning department began to use some of the licences and found that it helped them to deal with internal enquiries.

Efficiency and fast response increase customer satisfaction

Since using Sitehelpdesk-IT, the IT technicians and GIS team have experienced significant savings in terms of efficiency with an improvement in the time it takes to respond to a problem once it has been reported. Staff are now able to log their own calls into the system instead of the previous method of emailing the technician directly.

Following a recent satisfaction survey in December 2009, users reported a high level of satisfaction with the overall efficiency of the ICT department; 40 per cent stated that the service was excellent and 47 per cent stated that they were satisfied.



If you have any queries, would like a quotation, or to arrange a trial please contact sales@sitehelpdesk.com

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Fleetwood comments: "Users are generally much happier with the fact that the system keeps them updated on the progress of their call and as the system does this for us, it is not costing the ICT department any more time to offer this peace of mind."

The department also purchased SLAMonitor, an add-on tool that measures service level agreements. This is something that the department may decide to utilise in the future depending on changes in the IT department and the needs of its users. The EMLMonitor tool purchased by New Forest National Park Authority also allows users to log their calls by sending an email which goes directly into the Sitehelpdesk-IT system.

“ We have been very impressed with the functionality and flexibility of Sitehelpdesk-IT. ”

We have been able to customise all of the drop down menus to suit our needs and it has also allowed us to route particular calls to the relevant technician – saving us valuable time.

“ If we have ever needed any assistance, the support team at Sitehelpdesk.com have been fantastic and will correct any problems within 24 hours. ”

We are also getting consistent help and advice to ensure we are using all of the features available to us."

Additional benefits for the website and business support teams

Due to the success of implementing Sitehelpdesk.com into the ICT support departments, New Forest National Park Authority has also purchased an additional five licences for its web content department and business support team. The web content department uses it to allow staff to easily log changes they wish to make to the website and it also helps the business support team deal with any queries regarding printers or stationery.

Fleetwood explains, "We also work closely with Hampshire and Isle of Wight Authorities and they recently asked me to demonstrate Sitehelpdesk-IT to their technicians as they are looking into a helpdesk solution. It received a very strong reaction as it does what 95 per cent of the other ICT systems currently available do, but at 10 per cent of the cost. Everyone was extremely impressed with its capabilities.

“ The reaction from all IT end users and other departments has been very positive. ”

As with any new technology there is an element of caution about adapting to change, but the support we have had from Sitehelpdesk.com and the system itself has been fantastic. The system meets all of our current requirements, delivers fantastic value for money and is flexible enough to adapt to our changing business needs," concludes Paul Fleetwood. For more information or for a quote, please email sales@sitehelpdesk.com

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