

CASE STUDY



Industry legislation compliance is achieved with help from

SITEHELPDESK.COM

key facts

- ➔ Sarbanes-Oxley compliance aided by sitehelpdesk
- ➔ Sitehelpdesk-IT for technical services
- ➔ Sitehelpdesk for Drawing and Bill of Materials

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



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Northstone (NI) Limited is part of CRH plc, the Dublin based building materials multi-national and is the leading construction materials producer, utility chamber manufacturer and building and civil engineering contractor in Northern Ireland. It has locations across the Province and also in Cambridge, Edinburgh, Liverpool and Roscommon. House building is becoming an increasingly important element of the Northstone portfolio.

The three Northstone operating divisions of Farrans, Northstone Materials and Cubis Industries divisions have evolved from individual companies which had long established and successful brands in their own right dating in some cases from the 1940s. It was on this strong foundation that Northstone (NI) Limited has further developed.

Since the introduction of sitehelpdesk in 2006 the IT department have recorded over 23,000 incidents and requests from the company's 1,000 strong staff. Statistical data is particularly important to Harry Ritchie, the IT Manager and sitehelpdesk has helped manage the business and provide the information needed to understand the demands on the support service. **"Prior to the introduction of sitehelpdesk there was no formal record of IT related incidents, and sitehelpdesk gave us a way of logging and prioritising work for our 5 engineers."** The introduction of the helpdesk was gradual and EMLmonitor and then SLAMonitor were added over the next two years. Then in 2011 an upgrade to sitehelpdesk-IT was installed to utilise the ITIL processes.

Sarbanes-Oxley compliance with sitehelpdesk

Harry comments **"We used the system to configure our Helpdesk installation to log and manage Sarbanes-Oxley Compliance."** This is a public company legislation requiring extensive documentation and control to safeguard against fraud.

Technology underpins compliance with Sarbanes-Oxley which can easily become too cost prohibitive without it. IT provides support for enterprise-wide compliance and IT services must have adequate and documented controls around security, application deployment, change management, disaster recovery and so forth with procedures for approvals on changes backed up with documentation and evidence.

"Each Control is easily searched with backup information attached to calls for auditing purposes." Says Harry.

Support for Drawing Office and Bill of Materials

We have a second installation of the software which has been configured to provide a technical helpdesk for our Javelin MRP System. This allows users to request changes to Drawings and Bills of Materials and provides the business with a full audit trail of the changes. Harry concludes:

“ Our help desk has been greatly received by the business. It gets complimented by both Internal and External auditors on its reporting capabilities and ease of use ”

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