SURREY HEATH BOROUGH COUNCIL

## key facts

- ➔ IT support department improves response time for IT issues

- ➔ IT technicians can share workload and prioritise calls

- ➔ Department can demonstrate efficiency to senior management with service level agreement tool

- ➔ Surrey Heath purchases a further 10 Sitehelpdesk-IT licenses for IT applications and facilities management departments

- ➔ Online Customer Satisfaction survey features generate better return rates

# Surrey Heath Borough Council improves efficiency across three departments with help from



### The key to fast problem solving is an efficient logging system

Surrey Heath Borough Council is made up of 300 staff across one main site and three smaller buildings based in Camberley, Surrey. The IT support department consists of three technicians who have a responsibility for maintaining all hardware, ensuring that it operates efficiently and that any problems are resolved within a short time-frame.

The success of the department relies on an efficient system of logging IT problems, or "calls", keeping an inventory of all hardware and being able to keep both staff and senior management satisfied by meeting service level agreements. The efficiency of this system has a direct effect on the department as a whole.

### A new solution brings flexibility

Previously the IT support department used a system called Sunrise, which operated on a windows platform, however the IT technicians began to find this system inefficient and inflexible and decided to find a new solution. Andrew Palmer, IT helpdesk supervisor at Surrey Heath Council comments, "Our old system didn't give us much information on each call as there wasn't a reporting functionality. The hardware inventory capabilities were limited and there was no flexibility within the system. I decided to begin looking around for a new system and attended the service desk and IT support show at Earls Court to see what the other options were.

> ❝ Sitehelpdesk.com really stood out to me mainly for its simplicity and 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 only if we needed them. As soon as we had the budget confirmed in May 2009, we purchased five licences for Sitehelpdesk-IT for our IT department."

### Sickness cover and audits made easy

Surrey Heath Borough Council needed the system to help its team of IT technicians make updates on the status of each call so that if a member of staff is off sick it is easy for another colleague to pick the job up in their absence. Sitehelpdesk-IT also allows the department to carry out its quarterly audits on equipment with ease.

Palmer continues, "Previously a hardware audit would have taken us over a month to do and a lot of work would have been involved in finding out the location and member of staff that is responsible for that piece of equipment. With Sitehelpdesk-IT we can keep on top of this as we go along by assigning a piece of equipment to a specific user as soon as it is purchased. The drop down menu on Sitehelpdesk-IT allows us to assign it to locations and identify whether a piece of equipment is damaged and diagnose the problem. As a result, the audit now takes a maximum of three weeks, making our lives significantly easier. This also helps us keep up to date with our internal replacement programme where equipment is updated every four years."

## Automation brings significant cuts in admin time

Since implementation, the department has seen 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 call into the system instead of the previous method of leaving phone messages, emailing or reporting the problem in person. Sitehelpdesk-IT will then keep the user updated on the progress via automated emails, leaving support staff to concentrate on resolving the IT issue rather than on admin tasks.

## SLA monitor helps with policy implementation

The department also purchased SLAmonitor, an add-on tool that measures service level agreements. The department's policy for resolving an IT issue states that the issue should be responded to within one hour and completed in four hours. SLAmonitor will send an email to the helpdesk manager just before any call goes over the one hour response agreement so that it can be looked into. The SLAmonitor tool also allows senior management and council staff to monitor how effectively this policy is being adhered to, something that was previously difficult to judge.

## Sitehelpdesk-IT delivers speedy feedback

Another way of measuring how the IT support department is performing is by surveying 20 per cent of the calls that come in on a monthly basis to find out how timely the issue was resolved and how satisfied council staff are overall. Sitehelpdesk-IT even allows the department to carry out these surveys more efficiently as the previous method was paper based and it depended on staff returning the completed survey's to the department. With Sitehelpdesk-IT, the survey's can be completed electronically, vastly improving the rate of return. Palmer states that they receive between five to ten extra forms a month since the feature has been made electronic. "We have been very impressed with the functionality of Sitehelpdesk-IT. Not only has it has given us increased flexibility in the way we manage our workload and respond to calls, it has also delivered us many other unexpected benefits. As well as all the standard features of Sitehelpdesk-IT such as call logging and hardware inventory, we have also added the monthly survey function and changed some of the fields to adapt to our business needs.

**❝ The system is flexible and saves us both time and money by making us more efficient and if we ever need any assistance the support team at Sitehelpdesk.com have been fantastic. ❞**

With our last system we hardly ever heard from the supplier, but with Sitehelpdesk.com we are getting consistent help and advice to ensure we are using all of the features available to us."

Due to the success of implementing Sitehelpdesk.com into the IT support department, Surrey Heath Borough Council has since purchased a further five licenses for its IT applications team which respond to technical issues to do with the council's servers and network infrastructure. An additional five licences have also been purchased for the facilities management team which require it to log calls to do with faulty light bulbs, damaged flooring or stationary orders.

"The reaction from all end users and other technicians 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 Palmer.