

## CASE STUDY

# WPH

### key facts

- Sitehelpdesk-IT improves reporting
- Changes now logged and audited regularly
- User self logging gain significant efficiency improvements in IT department
- SLA monitoring to manage priorities at a glance

If you have any queries, would like a quotation, or to arrange a trial please contact [sales@sitehelpdesk.com](mailto:sales@sitehelpdesk.com)



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# Wirral Partnership Homes improve IT efficiency with

**SITEHELPDESK.COM**

sitehelpdesk.com Ltd has been awarded a new contract with Wirral Partnership Homes, to provide web-based support to their internal IT departments. The new contracts cements sitehelpdesk's reputation within the social housing sector as a trusted service provider of support software.

sitehelpdesk-IT provides WPH with a web-based system to log calls from end users to their internal IT departments and help them respond to IT issues more efficiently. It also allows IT departments to retain an effective disaster recovery plan by keeping a log of all IT equipment, including location responsibility, so that it can be recovered or fixed quickly. The software logs all calls and monitors how quickly each query is dealt with to provide detailed reports for senior managers about how the IT department is performing.

Sitehelpdesk.com's add-on applications including SLAmonitor, EMLmonitor and WMLmonitor, are also being used by WPH. SLAmonitor helps to measure service level agreements and manages end user expectations by alerting the IT department when a service level threshold has been exceeded. EMLmonitor connects to the IT department's mail server and audits emails that are meant for them so that a ticket can be logged and a response is immediately sent to the user. Giving a clear indication of how many software components are running at any given time, WMLmonitor is an auditing tool which enables IT departments to view what software they have purchased and how many computers this is installed on.

### New installation provides immediate improvements

Wirral Partnership Homes was set up in 2005, employs over 550 staff over many locations, and has an IT department of 10. Prior to taking sitehelpdesk.com onboard, Wirral Partnership Homes were previously using Track-IT! Standard, but the service did not provide certain reporting facilities and were not as comprehensive as needed. Such facilities included; the self logging portal, allowing PC users to log helpdesk calls on the intranet themselves, as opposed to other people doing it, and the change management module; allowing you to document and have approved all changes to the infrastructure and applications, so that this can be audited and monitored on a regular basis.

### Increasing efficiency with fewer interruptions to IT Staff

Richard Taylor, Technical Support Analyst at Wirral Partnership Homes, found sitehelpdesk.com whilst undertaking research as part of their helpdesk software replacement project. Since using sitehelpdesk.com, Richard says he has noticed significant developments within the IT department he said, "We have had an increase in efficiency, whereby users are able to log their own jobs, helping to save technician time."

### Complimentary products fulfil the IT Service functions

Richard also comments on how sitehelpdesk.com's add-on applications have helped Wirral Partnership Homes, "SLA monitor provides a visual representation of all our jobs which are out of priority time on our SLA's. EML monitor ensures that all emails to the IT helpdesk are logged without intervention from the IT team, and WML monitor enables us to gather PC information without effort and we can configure which information it gathers and how often."

As a registered charity they qualified for a 15 per cent discount on an already attractive price.

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