

CASE STUDY



key facts

- ☞ Sitewebdesk powers IT as a Service
- ☞ More proactive support services
- ☞ Supporting client email culture
- ☞ SLA's at the heart of service delivery
- ☞ Sitewebdesk recommended - most cost effective service desk

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



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Eclipse offer “IT as a service” option with

SITEWEBDESK

Financially attractive and highly flexible

Eclipse is a specialist Information Systems company focused on the provision of service led sourcing and IT solutions. This can range from single point in time services to full outsourcing across both applications and infrastructures. Coupled to its heritage of IT resources provision Eclipse is among the early innovators of “IT as a Service” delivery that aligns the software, infrastructure and resource based elements and which together comprise IT delivery for most organisations.

Eclipse provides UK and European based applications delivery for clients and a range of options for IT services delivery that incorporate the latest hosting and Software as a Service (SaaS) models to deliver financially attractive and highly flexible delivery options.

Increased efficiency on a nationwide basis

Eclipse has implemented Sitewebdesk, a web browser-based support software solution to help its support department operate more efficiently. The software will assist the company in maintaining IT for its 60 clients on a nationwide basis.

Eclipse is also among the early innovators of “IT as a Service” and sitewebdesk.com allows it to perform this service. With IT as a service, Eclipse takes responsibility for maintaining client’s hardware equipment from a remote location. Sitewebdesk ensures this service works efficiently by linking into Eclipse’s network monitoring tool, allowing them to monitor all hardware. The control and safety of support calls is of great importance to Eclipse and as such additional tools from Sitehelpdesk.com to measure service level agreements and to enable clients to log calls directly via email or into the web-based system are vital. SLAmonitor will replace the previous time consuming process of reporting service level agreements, which vary from client to client and enables support staff to take a more proactive approach. EMLmonitor enables Eclipse’s clients to log all calls electronically by sending emails and receive automatic updates, which in turn relieves the pressure on the support team.

“ sitewebdesk ticked all of the boxes ”

David Price, operations manager at Eclipse explains, “Our previous system of managing support calls was to use a CRM package, which worked fine for customer relationship management, but the support desk function was not as flexible or robust as we needed it to be. Sitewebdesk was recommended to us by a client as it was the most cost effective system on the market and it also meant that we wouldn’t have to go back to square one when implementing a new system. We needed a system that could easily manage SLAs, provide a full history of system entries and provide easy access to it, as well as manage our knowledge base and provide an easy migration path from our previous system. We found that sitewebdesk ticked all of the boxes and since it was implemented, it offers us a flexible platform for managing calls.”

The support desk is operated by five first line support desk engineers, three second line and four systems engineers.

A bespoke look and feel

Sitewebdesk logs all calls and monitors how quickly each query is dealt with to provide detailed reports for senior managers about how the support desk is performing. The software is easy for the end-user to configure so that it is bespoke enough to fit specific requirements. It can also be tailored with company logo’s so that the software looks and feels consistent with the company brand, meaning clients will never need to know that the software is outsourced.

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