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Set3 Solutions – Case Study: IOSH

ServiceDesk Plus: *"transforming delivery within our business through a coherent and systematic Help Desk suite"*

As the chartered body and leading membership for safety and health professionals, The Institution of Occupational Safety & Health (IOSH), required rigid and methodical organisation of its technical issues, reports, requests, facility changes and end-user problems.

IOSH has seen significant growth in the last 12 months, as a result end user numbers have increased, and demand has intensified for Help Desk resources.

IOSH contacted Set3 Solutions to review their ManageEngine ServiceDesk Plus system – originally installed by a different provider – and to migrate their on-premise system onto the cloud. Following an overview of their existing practices, it became apparent that an organised and coherent, data mining, ticketing request system needed to be integrated into the business.

It transpired that their original installation of ServiceDesk Plus wasn't being used to its full potential. However, thanks to the technical knowledge of Set3 and their in-house consultancy and training capabilities, IOSH were able to optimise the full capabilities of the comprehensive ServiceDesk Plus system throughout the business. As such, this relieved demand on IOSH's Help Desk and enabled them to transform service delivery within their business.

Here, IT Technical Team Lead, Sach Budhdeo, shares his experiences.

Challenge

"Due to the knowledgeable evaluation of our ServiceDesk Plus usage, it became apparent to Set3 Solutions that although we had these capabilities we were not utilising the suite to its full potential; something that wasn't fully explored or explained to us by the original provider.

Therefore, we needed to pull our Help Desk operations together to deliver a tailored, controlled and methodical incident ticketing system to manage all areas of the business through the full utilisation of ServiceDesk Plus.

Up until now, our IT team were unable to data mine, and there had been an air of not being as organised as we should be with time wasted answering calls rather than dealing with incidents in a logical fashion. What's more, we weren't easily able to identify common problems or flag up historic user dilemmas.

We needed to apply the functionality of the ServiceDesk Plus suite that would encompass all our Help Desk requirements; critically so that we could benefit from effective time management by working through tickets in an orderly, systematic and timely manner."

Solution

"ServiceDesk Plus enables us to extensively customise our Help Desk support across all areas of the business portfolio. Through a variety of ESM instances we can structure usage through tailored delivery for each of our differing end-user experiences across business departments such as IT issues, travel requests, business support, web help, administration and personnel.

It ensures that nothing gets lost via its comprehensive ticketing system. Issues are reported, organised and managed easily, identifying problem equipment and users.

It also allows us to report on a number of KPIs, enabling us to resolve and enhance productivity and efficiency; predominantly this is by ServiceDesk Plus's clear layout and usability. It allows no room for error when generating a report or request, which in turn doesn't waste time on incorrectly reported incidents and requests, thus not skewing any critical KPIs and achievables.

In short, it's a 'one-stop shop' for IT service management."

Benefit

"ServiceDesk Plus provides a workable, affordable and flexible solution that allows us to customise areas to specific departments within our business, as well as being very easy to navigate. Our Help Desk team have full control; underpinning the support processes we have in place for our end users.

Its user-friendly platform ensures that no time is wasted in chasing records, with effective ticket reference IDs so users can track their request progress in real time; this in turn frees up communication that our Help Desk team receive by end users chasing progress.

It follows a consistent template so, from the point of view of the end-user, it was a familiar, uniformed system which did not reinvent the wheel each time an issue was logged.

This has made a significant difference to our team, allowing them to focus on resolving issues and not fielding calls and emails on updates.

In short, it fully supports our business to run smoothly and efficiently, transforming Help Desk delivery within our business."

Looking Ahead

"As the business grows, ServiceDesk Plus has the ability for growth organically alongside our needs, negating any need to change systems in the future. Its workable and flexible customisation offers a complete and comprehensive overview of equipment, systems and usage – it's asset management and help desk support at its best."

Set3 Solutions

"Thanks to the knowledge and personable qualities of the Set3 Solutions team we have peace of mind that any of our questions or queries are dealt with promptly and efficiently. They offer outstanding sales and customer service support and we are made to feel like a valued customer. They have the added benefit of boasting ManageEngine certified consultants in-house, thus queries, demos and guidance can be offered instantaneously – in fact, we were able to benefit from this assistance as they configured the email function and active directory integration.

Finding Set3 Solutions has been a real asset to the delivery and Help Desk performance within our business; as such I have no hesitation in fully recommending them."