

## Serving An Ace with Numara FootPrints

When the Lawn Tennis Association needed to upgrade its internal service desk and put in place a more robust, yet flexible solution that could handle the requirements of a highly fragmented network, servicing the needs of both a national Support Centre and nearly 40 dispersed County offices, it turned to Numara FootPrints.

### Business Driver

The need to have tighter control, a flexible and highly scalable architecture that could meet the demands of the LTA

### Industry Sector

Sports governing body for tennis

### Why Numara Software?

Flexibility, scalability, customisable templates, self service and ITIL compatibility

### Business Benefits

Operational efficiencies, delivering a better service to LTA colleagues and tennis professionals' control of the spikes and dips in support which are unique to LTA's business

## Background

The Lawn Tennis Association (LTA) is the governing body for tennis in Great Britain, the Channel Islands and the Isle of Man. Its objectives are to promote and develop tennis and to adhere and safeguard the interests of the sport. The LTA employs around 260 staff, with roughly half of this number based at the National Tennis Centre at Roehampton, and half based in the 38 county offices. The National Tennis Centre, opened by Her Majesty the Queen, patron of LTA, provides a one-site national focus for the sport in Great Britain, offering players the best opportunity to realise their potential by providing world-class facilities and training.

The LTA's vision for British tennis focuses on winning. It aims to create a culture of success at the heart of everything the organisation touches, from community, schools and parks to clubs and all the way through to Centre Court. This winning culture is reflected throughout the organisation, setting very high standards, which it expects to not only meet but to exceed.

The LTA has a small IT team looking after all aspects of technology on behalf of the organisation, whose infrastructure is fragmented. As a result, support calls can vary enormously, with high volumes of requests coming into the service desk at any given time.



*Numara FootPrints is incredibly scalable, flexible and customisable so we know it will support us as we grow and our business evolves.*



For example the IT team can be dealing with a simple IT request from a local county office or on another day it might be inundated with enquiries as a result of a national tournament taking place. The key goal is to ensure that support remains consistent throughout, and that it has high visibility of all requests.

## Working with trusted technology

For many years, the LTA had been using Numara Track-It!, a leading helpdesk and IT asset management solution from Numara Software. However, as the business matured and user enquiries became more diverse and complex, the LTA felt that it needed to move to a web-based service desk solution. Following a company reorganisation and a review of the existing IT infrastructure, the decision was taken to look for an alternative solution.

According to Adam Batey, Technical Support Administrator at the LTA:

*"In our business the demands vary from one week to the next. For example, the IT team can be supporting back office issues surrounding a major tournament and at other times we might simply be dealing with a very straightforward support issue such as a new starter needing to be added to the system. Flexibility, adaptability and not being restrained by rigid process design are major business drivers for us as we need to keep support constant and at a reliable level during these peak times. At the same time it is also important that we keep IT resourcing costs to a minimum."*

## Moving up

Having been a happy Numara Track-It! user for a number of years, the LTA approached Numara Software to discuss upgrading to Numara FootPrints, an advanced and adaptable service management platform with ITIL compatibility. Adam Batey explains:

*“Numara Track-It! is a great product and suited our needs at the time, but as the complexity of our IT support requests increased we needed a solution with more powerful automated workflows and a wider range of customisable templates in order to design a service desk that suited our unpredictable needs. Numara FootPrints met our criteria perfectly.*

*We already had an established relationship with Numara Software and felt confident about the technology, the people and the company. It therefore made perfect sense to simply upgrade from Numara Track-It! to Numara FootPrints.”*

Numara FootPrints was implemented in less than two weeks with support from Numara Software’s professional services team, who helped during the design and set up phase. Ten months on and the LTA is very satisfied with the product. Numara FootPrints’ offers an extremely comprehensive feature set and the LTA are particularly impressed with the visibility it now has through enhanced reporting and management dashboards.

The LTA has also implemented Self Service so that users can log their own calls and can check on the progress of their problems. With a small team and limited resources, it was really important that the organisation didn’t end up over managing the more straight forward tasks – now users have complete visibility and don’t need to bother the service desk with the more routine requests.

Today Numara FootPrints handles up to 200 support calls per week across all of the LTA’s offices around the country. Management of these IT requests has been dramatically simplified using Numara FootPrints as Adam Batey explains:

*“Since implementing Numara FootPrints we have seen increases in our operational efficiencies. It has improved the way we work and enabled us to be much more effective.*

Overall Numara FootPrints has dramatically improved the efficiency of the service desk and as a result response times have improved. As the product has only been in use for less than a year, there are many other functions yet to be explored.



*“We expect that Numara FootPrints will be our service desk solution for a long time. Numara FootPrints is incredibly scalable, flexible and customisable so we know it will support us as we grow and our business evolves. No matter how many queries we get we know Numara FootPrints won’t be overwhelmed or unable to handle the requests”*

Adam Batey  
Technical Support Administrator  
Lawn Tennis Association



### About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.