

Compliant, in-control and delivering effective support to its users with Numara Track-It!

The British Computer Society's service management team relied on Numara Track-It! to transform its service delivery to users, improving user satisfaction rates and increasing overall confidence in the IT Department.

Business Driver

An urgent need to reduce the number of low-priority support calls to the Service Desk, and improve the ability of IT staff to filter service calls more quickly, easily and effectively, ultimately reducing incident support times, and response costs

Industry Sector

Industry & Membership Organisation
(Registered Charity)

Why Numara Software?

Easy to install, configure and use; effective management reporting capabilities; IT asset management functionality offering asset visibility and control; helpful and effective graphics and documentation; ability to offer Web-based self-service

Business Benefits

Increased visibility of employee enquiries; an increase in response times; effective monitoring through Numara Track-It! gives different BCS departments confidence in their software compliance and business asset management

Summary

The BCS has extended its involvement with Numara Track-It! from initially using on the software to manage calls, to using on the product to provide a hardware and software audit trail. The successful adoption of Numara Track-It! by the BCS IT Department has prompted other departments to use it to track their software compliance, monitor assets, track the effectiveness of support calls, and schedule development projects and systems upgrades.

The success of BCS's service delivery strategy based on Numara Track-It! has meant the organisation now turns its service calls around faster than it could before, with markedly increased customer satisfaction ratings, from 10 percent to 90 percent. The number of outstanding calls per support person has fallen.



Without Numara Track-It!, we would have no chance of responding effectively to the 200 support calls we receive a week



Background

With over 65,000 members worldwide, the British Computer Society (BCS) is familiar among IT professionals worldwide for its work in leading and building professionalism in IT. The BCS serves as the qualifying body for Chartered IT Professionals, and has a reputation for initiating and informing debate on IT strategic issues with Government, industry, and academia.

It also advises the UK Government and its agencies on IT-related matters regarding proposed legislation and represents the IT profession on issues of importance while liaising with other professional bodies, including other engineering institutions and overseas societies.

The BCS has an internal IT team of 13 staff supporting 260 users at its Swindon headquarters. The team's role incorporates internal service delivery and development initiatives. Of the IT staff involved in overall IT service delivery, there are 2 people on the front-end Service Desk, 4 in a second-level development team and 1 network specialist.

The IT team use a series of metrics to measure the success of its support, including tracking the number of requests the team receives on a weekly basis; how many are addressed; and how many requests still have to be resolved.

Given the renown of the organisation, the BCS must deliver effective service for both its internal users i.e. BCS staff who must be supported, as well as external members of the public who contact the organisation. Its status also means that from a reputation perspective, the BCS must be strictly software licence-compliant, and its systems must necessarily support that requirement

Taking first steps

The BCS first began using Numara Track-It! in 2001, initially in response to an urgent need to get on top of support calls within the Society and to bring order to the BCS support infrastructure. The BCS chose Numara Track-It! from a short-list of six products, having set out three criteria for its choice: a program that would be easy-to-install and set-up; with a simple interface it could use immediately; and an effective balance between functionality and price.

After adopting Numara Track-It! the BCS saw immediate results, with any outstanding support issues able to be isolated and addressed by the IT team. Previously, the BCS had no means of analysing regular support needs. The Society's embrace of Numara Track-It! started paying dividends by enabling it to be pro-active on its support issues, for example, for new starters.

"As soon as a company notification form is issued to say a new person is joining, we capture this data, and log it into Numara Track-It! This automatically triggers a work order request for a new starter PC set-up, which includes telephones, passwords and security passes. This not only improves the standing of the IT department within the organisation, but also creates the right efficiency impression for anyone joining the BCS," says lead network systems specialist, Colin Jones.

Tracking and managing assets

Since then, the BCS's usage of and reliance on Numara Track-It! has grown as its requirements have increased in step with its functionality. These include using Numara Track-It's IT asset management capability to perform an effective audit across the organisation, developing an up-to-date snapshot of hardware systems and peripherals, as well as focusing on all software installed on BCS user systems, including both desktops and laptops

"We have around 300 machines plus related software at the Society and before using Numara Track-It! to do the audits, we only had a rough understanding of what was on them. Following the audit we had a much better idea. Since then, through Numara Track-It!, we now know our up-to-date software estate, and can both ascertain and maintain compliance on non-desktop programs such as Project and Visio. The product enables us to spot any changes to a user's set-up, whether software is added to or removed from their configuration," says Jones.

"Numara Track-It! also monitors other bits of IT equipment, such as routers, and flags up which hardware or software maintenance contracts are up for renewal."

By having greater knowledge of its asset estate, including the detail of PC users' setup, the BCS's IT Department can now respond instantly and effectively to incoming user service requests and have complete knowledge and understanding of a user's needs. Numara Track-IT's reporting capabilities also enables the IT Department to provide management reports on criteria ranging from IT support to Service Desk performance and asset compliance.

Driving ahead with Numara Track-It!

As the BCS has increased its experience with Numara Track-It!, other departments within the organisation have now followed the IT Department's lead and are using the software to monitor their assets. For the last year, BCS have been taking advantage of Numara Track-It! to track business assets and facilitate maintenance by logging every asset within the business, ranging from office furniture to light fixtures.



"Our qualification products department is doing a lot with Numara Track-It! to manage support calls related to the information about candidates being held and updated on databases," adds Jones.

Harvey Appleby from the Qualification Products' Business Improvement Team explains. "We were put onto Numara Track-It! by our IT Department to track support issues generated around the qualifications we manage, such as Information Systems Examination Board (ISEB) qualifications, ECDL, ECDL Advanced, e-citizen and e-type. Typically, the incidents are around data mismatches related to course registrations or the issuing of certificates for qualifications. We also use Numara Track-It! to schedule development projects and systems upgrades. We have now successfully been using it within the Department since November 2006 to log, monitor and track support requests raised by internal teams that may also relate to external queries from customers about the qualifications."

"Without Numara Track-It!, we would have no chance of responding effectively to the 200 support calls we receive a week, and certainly little chance of following them through to resolution."

Colin Jones
Lead Network Systems Specialist,
British Computer Society



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.