



Roehampton University Improves Incident Closure Rates Across Multiple Departments with Numara FootPrints

Roehampton is one of the newest universities in the UK, having been established in 2004. At the same time, through its four colleges which have come together to found the university, it has a distinguished history dating back to the 1840s, particularly in the field of Childhood Studies and Education. Today the university has a broad range of expertise across the arts and humanities and social, human and life sciences, as well as maintaining its historic strength in education. Studying these subjects at Roehampton means that students acquire the essential skills they need to develop successful careers in a complex and fast changing world.

After successfully implementing Numara® FootPrints® in both the IT and the Property and Facilities Management department in 2009, Roehampton University decided to further extend its multi-project service desk capabilities to its Library Services department and subsequently has improved its incident closure rates substantially across all divisions.

The Challenge

Having a Robust, Multi-Departmental, Flexible Service Desk Solution That Would Improve Efficiency and Lead to Cross-Departmental Automation

Roehampton University chose to implement Numara FootPrints in both the IT department and Property and Facilities Management department in early 2009. The University was looking to deliver improved service desk facilities in preparation for the student influx towards the start of the academic year, where a rash of service calls ramps up pressure on the university's support staff. By August 2009, Roehampton decided they wanted to further extend Numara FootPrints' multi-departmental capabilities to provide a robust and flexible Service Desk solution into the Library Services department.

IN BRIEF

Industry
Education

Challenge

To have a robust, multi-departmental, flexible service desk solution that would improve efficiency and eventually lead to cross-departmental automation.

Solution

Numara FootPrints

Business Applications

Multi-departmental Service Desk

Key Features

- Fast, simple and easy-to-use
- Configurable for multi-departmental use
- Online self-service portal for staff and students to submit queries and track status
- Unique project tracking capabilities
- Reporting capabilities for senior management team

Benefits

- In three months Library Services has dramatically reduced call resolution times whilst dealing with increased numbers of enquiries
- The self-service portal has freed up staff time, allowing them to be reallocated to other activities
- The Property and Facilities Management department has improved its closure rate from around two months to an average of less than a week on most jobs
- All departments now have the ability to track, report and effectively manage resources

The Solution & Key Benefit

A Multi-Project and Multi-Departmental Service Desk – Numara FootPrints

The Property and Facilities Management department receives between 60-80 calls per day on average from students logging calls for various departments across Property and Facilities Management. These incorporate maintenance issues including defective light bulbs, problems in the grounds such as trees that have come down, and requests for porters.

Yvonne Comer, Customer Services Manager in the Property & Facilities Management department, said that before they implemented Numara FootPrints, the service desk, which was run by the IT department, was very IT oriented, and wasn't flexible in terms of meeting their specific needs.

"We were heavily reliant on the IT department and we really wanted our own customisable service desk solution that we could manage and administer ourselves. Our management of support and maintenance requests was quite poor, as we didn't have the ability to search for jobs by reference number, we couldn't track requests effectively, we couldn't determine resource usage, and our response times were generally quite bad."

The Library Services department previously had an IT solution coupled with a paper-based system to manage all the department's statistics and administration but that was proving unsatisfactory for their needs. After seeing Numara FootPrints in action, they also decided to implement the service desk solution.

Gary Corcoran, Enquiry Services Librarian in the Library Services department, commented, "We didn't have an effective system in place to manage all of our general administration within the department. Our old system wasn't allowing us to do everything that we wanted to do, and we weren't good at recording the enquiries that we were receiving. We actually had no way of measuring anything. So naturally, we wanted a solution that was going to allow us to know how many requests we were getting and how quickly we were resolving them to ultimately make our service management 100 percent better.

"Numara FootPrints allows us to do this, and the self-service function also allows students to have an easily accessible service that they can manage themselves. Students can make enquiries about lost cards, book appointments with subject specialists, query fines and make membership requests."

The Benefits: More Time for Staff & Improved Closure Rates

Both the Library Services and Property & Facilities Management departments have been impressed with Numara FootPrints and how it has helped them enhance their service desk function over the last few months; both departments are looking forward to adding further functionality to their service desk offering in the future.

Comer says that Numara FootPrints has helped the Property & Facilities Management team improve its response times and the department is now closing the majority of its jobs within one week, as opposed to two months with the old system.

"Previously we would have quite a few requests sitting in the IT system for months. However the priority rating capability for all incident requests has helped alleviate this because all requests are now given rankings in terms of urgency. Staff and students are also able to check job statuses at any one time and we've now got the ability to track productivity and trends throughout the department.

"It's also really helpful that we have the ability to customise Numara FootPrints to provide what we want, and I can make any enhancements directly within the solution. Again this saves us time because in the past this was in the control of the IT department.

"We've got tighter control of all support requests, our communication throughout the department is much better, we're producing more comprehensive reports for senior management, and our customer base has increased from 1,500 to around 10,000. I think students are feeling more confident with the new system and there's been a 61 percent increase in the number of jobs being logged through the service desk."

Comer added that Numara FootPrints has also allowed for better automation and communication across the campus. The self-service portal is directly linked to the maintenance team's handheld mobile devices allowing them to manage their workload more efficiently.

Corcoran said that Numara FootPrints has changed the way the department works, allowing Library Services to manage everything a lot better.

"Previously we had no way of measuring the number of requests and we had no way of tracking where things were at, and some requests could be sitting there for months on end. In the space of the three months since implementing Numara FootPrints we've dealt with 8,810 enquiries, which include requests submitted on online and customer walk-ups. On average, we're responding to more than 85 percent of support requests within two days, which is really great. This information is really valuable to us moving forward to ensure we are providing an efficient service.

"We've noticed a reduction in call volumes to the Library Services department too, as the self-service facility has allowed students to find answers themselves before submitting an enquiry to us. This then frees up our own staff's time for other activities as there have been fewer enquiries to respond to. At the moment, we're just getting started with Numara FootPrints and have barely scratched the surface of all of its capabilities, but I'm definitely looking forward to using more of its functionality in the future."

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Yvonne Comer
Customer Services Manager
Roehampton University

Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom
to simply **choose**
the right solution for you