



## SELEX Systems Integration Ltd: Managing complexity and delivering success with Numara FootPrints

When SELEX Systems Integration Ltd needed a single centralised service desk to deal with support requests across multiple territories, it turned to Numara® FootPrints® for help.

SELEX Systems Integration is a dedicated Prime Contracting and Systems Integration business managing the delivery of technology investment programmes in complex operational and safety-critical environments. With over 50 years' experience within the Security, Defence, Aerospace and other Critical National Infrastructure areas, SELEX Systems Integration has a proven ability to integrate products and systems that satisfy the needs of both their customers and the regulatory environment in which they operate.

SELEX Systems Integration is a subsidiary of SELEX Sistemi Integrati SpA, which is backed by Finmeccanica, one of the world's largest technology companies, with a turnover of more than 15 billion and 73,000 employees worldwide.

In February 2008, VEGA Group PLC, a technology-based training solutions and consultancy services provider, was acquired by Finmeccanica SpA, and became part of Finmeccanica's SELEX Sistemi Integrati subsidiary. In January 2009, VEGA Group PLC was merged with SELEX Sistemi Integrati UK Ltd to create a new business offering a wider and deeper range of capabilities to its clients. This new structure was the result of a 12-month strategic review by Finmeccanica.

### Merging Two Businesses

SELEX Systems Integration is an incredibly busy and rapidly expanding business with ambitious goals. The IT department consists of 18 people who are under enormous pressure to deliver for the business, including ensuring that they run an effective and efficient service desk which supports up to 1,000 employees across Europe.

Prior to being acquired by Finmeccanica, VEGA's IT department had been using a leading service management solution, Numara FootPrints, since March 2004. Over the years, Numara FootPrints, a 100 percent web-based solution, has helped VEGA's IT and Support Managers to streamline and automate the operation, align with the business and provide excellent service to its internal customers.

### IN BRIEF

#### Industry

Contracting & Systems Intergration

#### Business Driver

The need to have one single, centralised system to deal with incidents across Europe, which was 100 percent web-based.

#### Industry Sector

Contracting and Systems Integration

#### Why Numara FootPrints

Customisable templates, GUI interface, overall ease of use, ITIL compatibility and change management capabilities.

#### Business Benefits

Adaptive architecture means that it is easy for SELEX Systems Integration to make alterations and changes in its own time, delivering a very competitively priced solution. With over 1,000 users across Europe, self service was also critical.

*"We are currently sending all our IT staff through the foundation certificate for ITIL, so having a service desk that delivers advanced ITIL capabilities was very important to us. Although we are not utilising this feature currently, we know that we can bring it on stream in the future because of the flexibility of the system."*

#### Nick Dunford

Head of Information Systems  
SELEX Systems Integration Ltd

At the time of merger, SELEX Sistemi Integrati UK Ltd was using another service management solution, known as HEAT®. It was deemed unnecessary to use two service desks and the decision was taken to rationalise to one solution. Nick Dunford, Head of Information Systems at SELEX Systems Integration, was tasked with determining which solution would best fit the newly merged business. After extensively reviewing the capabilities of both products side-by-side, Dunford opted for Numara FootPrints.

“The reason why we selected Numara FootPrints is because it perfectly matched our application strategy – in that it is a web-based solution with SQL Server® in background with single sign-on. Additionally the configurable workflow and escalation capabilities in the product were very attractive because this meant that complicated programming would not be necessary. As a result, our technicians don’t need to have deep technical knowledge of the solution. We also don’t have to purchase extensive professional service engagements from Numara® Software for implementation, administration, customisation and upgrades,” Dunford explains.

“It is easy for users to log their own calls using Numara FootPrints Self Service capabilities. Most people either send emails into the service desk or they log onto the Self Service portal, so overall there is lower cost of ownership for the IT department as we require fewer resources to manage queries.”

### Upgrading to the latest version

Once SELEX Systems Integration had decided that Numara FootPrints was the right product for the business, Dunford set about purchasing additional licences and consultancy from Numara Software to move to the latest version of the product. Dunford was particularly interested in implementing parts of the ITIL® framework and was pleased that Numara FootPrints offers new and expanded support for ITIL (IT Infrastructure Library®) Service Lifecycle best practice. Dunford continues, “We are currently sending all our IT staff through the foundation certificate for ITIL, so having a service desk that delivers advanced ITIL capabilities was very important to us. Although we are not utilising this feature currently, we know that we can bring it on stream in the future because of the flexibility of the system.”

Today, Numara FootPrints handles SELEX’s service desk hardware and service requests. All 18 technicians in the IT department have the ability to log on with varying levels of authority. Numara FootPrints is used internally within the IT department for change management. Additionally, the facilities management team are using this project-based tracking tool to maintain and take care of SELEX Systems Integration’s operational activities. With Numara FootPrints ability to consolidate and automate multiple business processes, the facilities management team can use the tool to help with maintenance of the building and assets, as well as scheduling of daily tasks such as care of the air conditioning, electric power, lighting, security and so on.

### What next?

SELEX Systems Integration is a fast moving dynamic business that doesn’t stand still. It uses technology to create competitive advantage. In January 2010, SELEX Systems Integration will be implementing SAP® across the business. As a consequence, Dunford expects that the calls into the service desk will increase rather than go down. It is therefore essential to have a robust solution in place to handle the anticipated increased volume of queries.

There are also plans afoot to virtualise some of SELEX Systems Integration’s technology and the business is also looking to implement Microsoft® SharePoint® in the future. All of these new IT projects will involve Numara FootPrints to a greater or lesser degree, which provides an important technology hub for the IT department. Dunford concludes, “Numara FootPrints replaces complex, expensive service desk solutions with lower cost of ownership because it requires fewer resources to manage. The product delivers fast time-to-productivity in that it is up and running faster than most other tools that I’ve experienced.”

*“Our customers have very quickly felt at ease with Numara FootPrints. We’ve been delighted with the flexibility and control it has given us; not just around the service desk, but also when using it for internal change management within the IT department. We’re a progressive company and for IT to efficiently respond to the demands of the business, we couldn’t do so without Numara FootPrints!”*

**Nick Dunford**  
Head of Information Systems  
SELEX Systems Integration Ltd

## 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.

