

Hornbill Supportworks Provides the Golden Touch for Midas Group



Midas Group IT department promotes efficient working using Hornbill's Supportworks helpdesk management solution.

Since its formation in 1976, the Midas Group has become one of the UK's fastest growing, independent providers of property solutions, offering a complete range of construction and property related services for every industry sector.

The group has four divisions, Midas Construction Ltd, Midas Property Services (UK) Ltd, Midas Projects (UK) Ltd and Midas Commercial Developments Ltd. The success of the company over the last five years has been evident in the number of staff that the group now employs.

For the IT department in particular, this has meant a significant change in the way that it operates. From a team of four supporting just over 150 users in the year 2000, the IT team now has just seven staff providing frontline, remedial and proactive support for over 420 users across eight different locations, thanks to investing in Hornbill's Supportworks helpdesk management system.

Automated Processes Increase Efficiencies

Initially using an Access database to log and track calls, the IT team quickly found that it required a more affective tool to manage its growing IT infrastructure and users. Reviewing support systems on the market, the IT team chose Hornbill's Supportworks for its ease of use and comprehensive functionality.

According to David Beaton, IT Manager at Midas Group: "We support a large number of internal users both in our office locations and on construction sites, taking over 1500 calls per month.

"Despite the increased number of internal customers, we have been able to keep the number of staff in the team to a core number by working efficiently and using Supportworks to standardise procedures and automate many processes."

Supporting Users Across the Company

Midas has a large mobile workforce, working across the different offices and on construction sites. As a result the IT infrastructure comprises over 70% laptops, with mobile phones to connect remotely. The IT department is also responsible for handling replacement phones and ordering new ones, and uses Supportworks to log requests.

Business Benefits:

- Increased user base and call volume easily handled through effective call logging and email integration
- Web Self-service and email notification has reduced monthly calls requiring manual intervention by 60%
- Automated visibility of escalations enables proactive management to meet 95% of SLA targets
- Easy to use, intuitive system has required minimal training for IT support team
- Efficiencies gained have enabled existing staff to be deployed to proactive, planned support projects

The team provides basic level desktop as well as higher level support to all users. From help when passwords are forgotten or new ones required and printer problems, through to troubleshooting on the 70 VPN connections, sending firewalls out and assisting people to set them up remotely, as well as wide area network connectivity issues.

Despite the wide range of technical support requirements on the team, according to Beaton, all issues are handled in-house, even when rolling out new systems.

Self-service Options Increase Customer Satisfaction

The IT department boasts a low call to staff ratio as a result of selecting Hornbill's Supportworks. Previously the IT department would have needed to increase staffing levels to cope with the extra demand on resources.

Using the automated mechanisms within Supportworks for customer access, such as Web Self-service, email integration and improved call logging, the IT department has been able to handle more calls.

"Since implementing the customer self-service options to track call progress, calls to the helpdesk have been reduced by over 60%," said Beaton. "This efficiency has enabled us to deploy two of our first line support staff to work on planned projects."

Improved Customer Satisfaction

The improved communication has also had a measurable effect on customer satisfaction.

Using automated ways of communication, such as email templates, enables the support team to update users at every stage of the lifecycle of a reported issue or fault. This has improved the internal customer perception of support delivery and performance.

Escalations are also automatically notified when calls are nearing or in breach of Service Level Agreement times. This visibility enables staff and management to take preventative action, and as a result of this escalation procedure, 95% of the SLAs are being met.

Astute Investment Pays Off

Another benefit of implementing Supportworks is that the IT team has standardised many working processes and procedures. Having workflows in place makes it easy for temporary staff to quickly follow what is required. Beaton also claims that the systems' intuitive user interface makes it very straightforward to use with little training required.

Following the success to date, Midas is planning to use Hornbill's Assetworks asset management functionality to have a fully integrated support system.

"Despite the company's growth and increased demand on resources, the automation and efficiency provided by Supportworks has saved Midas the cost of employing two additional support staff and enabled us to deploy existing staff more effectively," said Beaton. "The initial investment in Supportworks has been fully recovered and 100% ROI achieved within just eight months of deployment."



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David Beaton
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Assetworks

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