

# Progressive Building Society IT Service Desk More Efficient with Hornbill's Supportworks Essentials



## Business Benefits:

- Improved data recording for better reporting
- Faster resolution of problems from accurate data
- Improved service delivery from more efficient processes
- Reports enable accurate auditing and proactive planning

Progressive Building Society is an integral part of the life of Northern Ireland despite its humble origins. Born out of the merger of five tiny societies it first opened its doors under the "Progressive" name in 1914.

Today the organisation has grown to become one of the "Top 20" building societies in the United Kingdom with assets nearing £1.5 billion. Progressive continues to build its reputation for the finest quality of service mainly by word of mouth through the recommendations of its Members. Progressive also remains dedicated to its aim of sharing profit by the application of beneficial interest rates that reward its Members for their loyalty and association.

With over 150 staff, 11 branches and around 60 agencies throughout Northern Ireland, IT plays an integral part in the success of the organisation's operations. The IT team has recently invested in Hornbill's Supportworks Essentials service desk software to support internal users using the IT systems in their daily work in the branches and head office.

## Improving IT Service Support

The IT team has implemented Supportworks Essentials to log and track all user enquiries and calls, replacing an out of date system that was no longer meeting their needs. Progressive selected Hornbill's solution for its functionality and straightforward pricing model, having evaluated other competitive products.

According to Julian Cigognini, IT Support Analyst at Progressive Building Society; "Our existing system had only very basic functionality, so we knew when we started to evaluate other products what we required.

"We looked at several options, but Hornbill's Supportworks Essentials matched our requirements for functionality and scalability, with an interface that is easy to use. We have several large projects coming online in the future and know that Hornbill's solution will be scalable to enable us to integrate these."

## Straightforward Features and Pricing

The IT team also considered some of the free helpdesk software available, but found that they offered little more (and in some cases, less) than the existing system. They chose Supportworks Essentials as it provided all of the features required to support

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IT Support Analyst  
Progressive Building Society

service desk operations. The team also found Hornbill’s pricing model competitive and straightforward.

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A key factor for the IT team was to improve its customer service and the ability to track, record and feedback to users via email has been invaluable. The IT team found Supportworks Essentials’ design straightforward to use and contained all of the core features that the full service desk system offers.

“We wanted to improve the communication between the users and the IT department,” explained Cigognini. “The user friendly interface, with the Microsoft Outlook look and feel, has encouraged the team to use the system, which has not only improved efficiency but also our service to end users. Some of the other systems that we researched had similar features, but they cluttered the system and were not intuitive to use.”

### Tracking Calls Efficiently

The IT team comprises eight people in total - four dedicated to front line support and four to second line. All of the team use Hornbill’s system to log calls, with the built in notification and escalation features enabling all logged calls to be tracked effectively.

According to Cigognini, the integration with Hornbill’s Assetworks was also a key factor in the final decision. The company wanted to use an asset discovery tool to complement existing auditing software and enhance its capacity to collect and report on both hardware and licensing information. Future projects include the potential for other departments within the organisation - Mortgage and Investment sections - also using the system to provide a common help desk support platform for their business functions.

“We were impressed with Hornbill’s ability to integrate with new systems as and when required,” explained Cigognini. “We are working in a rapidly changing environment and so we wanted to be open to integrating new systems and processes. Coupled with this, is the need in the Financial Services industry to constantly review available products and services. In the future there are plans to introduce internet based saving products and online mortgage services to customers. Clearly integrating and supporting these systems will bring new challenges to us as an IT department.”

### Easy to Customise

Since implementing the system the team has made some customisations, tailoring the screens to improve the display of data, making it easier and faster to view. Built in system features have also been tweaked to support and replace some working practices.

“We have personalised the system for the aspects that we use most often,” explained Cigognini. “This customisation has been possible because the system is so well designed.”

As system administrator of the new IT service desk, Cigognini has found the reports in the system useful to help replace some existing paper based processes. The improved quality of the information recorded and easy access to historical data has enabled problems to be resolved faster, as well as enabling the team to be more proactive in their support.

“We are now in a much better position to meet requests. We have more accurate information and can better assess the impact of changes and problems. Not only have we seen an increase in productivity and efficiency, our IT service reputation has improved above expectations” said Cigognini.

Looking to the future, Cigognini is confident that Hornbill’s Essentials has provided the ideal platform upon which to build more features and functionality in the future to meet the new challenges.

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