

# TFB Improves Customer Support for Clients in Legal Profession Using Hornbill Supportworks



## Business Benefits:

- Customer's contract details are displayed when the call is logged.
- Tracking all calls centrally enables the IT team to ensure response and efficient customer service.
- Escalation/workflow procedures ensures that agreed customer response times are met within SLAs.
- Reports enable analysis of call data to ensure workloads are prioritised to meet peaks in demand.
- Choice of ITIL or non-ITIL system.

TFB, part of the Tikit Group PLC, is an independent supplier of quality IT solutions and services to the legal profession in the UK. TFB has been designing, supplying and maintaining advanced IT systems using the latest technologies to the legal profession for over 30 years. Over this time the company's success has built up a loyal customer base of 550 clients.

TFB's market strength is accredited to its flagship case and practice management system, Partner for Windows and the versatility of its design which can be tailored to each individual firm's requirements whether large or small. TFB also prides itself on its after sales customer care. The company has recently invested in a service management system, Supportworks from Hornbill Systems to enable it to continue to provide an excellent customer support to its users.

## Efficient Support Service

Supportworks was chosen to replace an existing service desk system that could no longer provide the functionality that the TFB Help Desk team required. Since implementing Supportworks, the TFB service desk of 13 staff has been able to provide a more efficient support service to its customers based in the UK, Ireland and New Zealand.

"TFB's systems are well established in the legal profession for providing case and time management solutions. As well as rigorous quality controls on the development of our solutions, the company's success is also attributed to the customer care and support that we provide," said Miles Osborne, Support Manager at TFB.

"We knew that we wanted a service desk tool that could help us meet our customer support objectives, to continue to service customers

Continued overleaf

“Hornbill was very responsive throughout. The team was very knowledgeable and they managed to answer all our questions - and quickly. Of all the products that we evaluated, Hornbill’s exceeded our expectations.”

Miles Osborne,  
Support Manager,  
TFB

effectively both now, and in the future. We did not want to go down the ITIL route. Hornbill’s Supportworks exactly matched our needs as it provided a fully functional system with a choice of whether we adopted ITIL or not. We liked the fact that we had that choice.”

### Beating the Competition

TFB selected Hornbill’s solution for its functionality, having also evaluated Marval, Heat and MetaStorm. A key feature that the IT team required was the ability for customers to log calls by email, phone and via the customer self-service portal. The escalation feature was also important to allow the team to monitor when a query is logged, to enable it to meet its guaranteed response time as part of its Service Level Agreements.

“Supportworks gives us much more visibility on the calls. We can easily see who has logged the calls and the status of the call. It also enables us to manage the service team and prioritise workloads,” explained Osborne.

The IT team provides a wide range of IT support to customers during standard office hours. Staff in the applications team support the TFB solution and desktop issues, while the technical team resolve server queries. The development team is responsible for product enhancements and developments.

### Matching Customer Needs

All calls are logged onto Supportworks and then allocated to individuals in the IT team. TFB has populated Supportworks’ database with its customer details, so that a customer’s contract details are displayed when the call is logged. This enables the support team to quickly identify the type of support contract that the customer has signed up to and the level of response required.

TFB has also been pleased with the reporting functionality within Supportworks. “Supportworks has given us much better control over the support service that we offer, which in turn means a more efficient service. With the new reporting functionality we can analyse the call data, to give us a much better picture of what is happening and identify peaks and troughs, helping us to improve our service more,” explained Osborne.

### Exceeding Expectations

Overall, the TFB IT team has been delighted with Hornbill’s solution, the smooth implementation and the support that it has received from the account management team. “Hornbill was very responsive throughout. The team was very knowledgeable and they managed to answer all our questions - and quickly. Of all the products that we evaluated, Hornbill’s exceeded our expectations” concluded Osborne.



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