

# XKO Software Combines Customer & IT Service Desk with Hornbill Supportworks



XKO offer a wide range of integrated, end-to-end business software solutions, technologies and services designed to help small, mid-market segment and corporate businesses become more connected with customers, employees, partners and suppliers.

XKO's software solutions optimise business processes across financial management, supply chain management, customer relationship management and analytics. XKO's software solutions and applications are designed to provide insight to help customers achieve business success and greater operational efficiency.

XKO recently invested in Hornbill's service management system Supportworks Enterprise Service Platform (ESP) to provide a centralised support service to over 1000 of its customers.

## Centralised Support Service

Using Supportworks, XKO's IT team supports external customers of over 25 different software solutions from its four main locations in Chertsey, Lutterworth, Milton Keynes and Manchester. The four IT support locations reflect the company's growth by acquisition over the years. XKO has implemented Supportworks ESP to provide a virtual centralised service desk to provide support to customers.

"Supportworks ESP was a proven solution in the service desk environment. We were impressed by its ease of use, functionality and adaptability. It has been easily customised to suit our needs", said Gordon Robinson, Support Centre Manager at XKO Software.

Following the implementation of Supportworks ESP, XKO's first line support is handled from the Manchester office, while second and third line is shared among the teams based in the other locations. In total the company has 65 licences, although the actual number of registered users is over 140, comprising support, programmers, consultants, sales and finance. The implementation of Supportworks ESP has enabled XKO to move from using ten different support systems to the one centralised system. The versatility of the system provides economies of scale, since all divisions are able to access it.

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## Business Benefits

- Ten different support systems consolidated into one
- Virtual centralised service desk enables visibility of calls across divisions and improves communication between teams
- Web self-service option gives customers a quick and easy to use way to log calls and has reduced the number of telephone calls to the helpdesk
- Central Knowledgebase of problems and solutions readily accessible improving service delivery
- Customisable forms make the system easier for analysts to use
- 90% of all support calls can now be dealt with by first line support providing a quicker and more efficient service to customers

"I have been a support manager for many years and used several different products and I can happily say that Supportworks is the easiest both to implement and to use. I have found it particularly easy to use to implement standards and manage performance."

Gordon Robinson  
Support Centre Manager  
XKO Software

"Without Supportworks ESP we could not act as a team across all divisions. Having Manchester operating as our first line support, we have visibility of each other's areas and can easily communicate with each other. It makes it easier to track and log calls and has dramatically improved both the service that we offer and our working processes", said Robinson.

The support team handles over 900 calls per week, varying on topics from general use of IT, through to more complex installation and maintenance queries and software bugs. In total, over 90% of calls received by the team are solved by the first line support. Support for hardware is provided by a third party supplier - all calls are logged by the help desks and then passed on for resolution.

### Straightforward Customisation

Since implementing Supportworks ESP, the IT team at XKO has been delighted with the functionality it offers. XKO has customised features of the system to meet specific support needs. Display screens have been customised so that forms display more information and a diary function has been added.

As well as linking with the hardware supplier that provides support, XKO has integrated Supportworks with its own internal systems for contracts and accounts to keep track of customer details and software licences. Software bugs are also logged in the faults control system that controls the source code. This is then automatically updated when changes are made.

The IT team has also carried out further customisation on the Supportworks ESP templates. Options on the screen menus have been tailored to reflect the product on which its customers receive support.

"Supportworks ESP fits our business model - we can easily add new product users to the system by using the standard templates provided, with some additions if required. The system is really very flexible and easy to use", commented Simon Clay, Senior Technical Consultant at XKO.

Currently the XKO support team does not use call scripts, preferring instead to use standard answers when appropriate to reduce the length of the call times. Customer priorities for service support are set out in the contracts that they agree to when purchasing the software, replacing the need for Service Level Agreements. The IT team is also building up a central knowledgebase of common problems and solutions improving call handling even more.

### Successful Web Self-service

The web self-service has been particularly successful at XKO. The IT team has enhanced the web option to enable customers to carry out a wide range of tasks, similar to those that an analyst can do. It offers the flexibility of being able to log calls, request new users and track progress on calls. Having recently promoted the benefits of self-service, the IT team has seen a positive increase in the number of users.

"Since we gave web self-service some focus and presented the benefits to customers in terms of easy access and control, we have seen a dramatic increase in the number of users logging and tracking progress on-line. Of the 900 calls that we handle each week, nearly 50% are now received via the web", said Robinson.

"I have been a support manager for many years and used several different products and I can happily say that Supportworks is the easiest both to implement and to use. I have found it particularly easy to use to implement standards and manage performance."



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