

Natural History Museum's IT Department Improves Customer Service to Over 1000 Users with Supportworks ITSM



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Business Benefits

- Improved call handling and tracking through single unified service desk improves customer communication
- Reporting facility enables the IT team to track trends and plan proactively
- Using Supportworks ITSM has enabled the IT team to implement the ITIL framework for best practice on problem management
- Improved processes enables faster resolution of calls
- Tracking call data will enable SLAs to be documented and adhered to
- Improved call data enables flexibility of engineers assigned to calls, improving efficiency of team

The Natural History Museum is both one of the UK's most visited cultural attractions and an international leader in the scientific study of the natural world, promoting the discovery, understanding, responsible use and enjoyment of nature. Scientists at the Museum have been gathering knowledge for over 250 years and its vast collection of over 70 million plants, animals, fossils, rocks and minerals is used by more than 300 scientists in research into problems such as disease, climate change and threats to the Earth's biodiversity.

Visited by 3.8 million people last year, the backroom operations of the Museum play a vital part to its smooth running. The Museum has a staff of between 1200 to 1500 members, including a large number of visiting staff and voluntary researchers. The site itself extends beyond the Museum areas open to visitors to incorporate the country's largest research laboratory.

As with many organisations, the backbone of its operations relies upon its IT infrastructure. The Museum has a local area network of PCs, servers and laptops used by staff, with a wide range of standard office software and specialist 'home-grown' scientific applications. The IT department, tasked with supporting such disparate systems distributed across the historic building and annexes, has recently invested in Hornbill's Supportworks ITSM Service Management solution to manage user support.

Easy Customisation

The organisation chose Supportworks for its versatility and ability to integrate with its existing LANDesk® Management Suite, and for the ITIL framework that it supports. Hornbill and SSI Computer Services, a Hornbill Authorised Reseller, worked together to integrate the systems. "We wanted a flexible system that we could integrate easily with LANDesk and other databases. Hornbill's Supportworks ITSM offered us this functionality and we can customise it as we evolve our systems."

Continued over

"The IT department has to provide support to a large number of internal customers using different systems and with varying knowledge. We wanted to move towards an ITIL framework to help us achieve this and Supportworks enables us to do this," explained Gavin Malarky, IT Services Manager at the Natural History Museum.

"With Supportworks ITSM we now have implemented much better systems - all calls are now logged and tracked, which enables us to provide a much better service to customers. Calls are resolved much faster and communication has improved both within the team and to our customers"

Gavin Malarky
IT Services Manager
Natural History Museum

Integrated Systems

The two teams from SSI and Hornbill worked together on-site to integrate the systems over a period of six months, from initial selection to going live. Supportworks is now used with LANDesk Management suite by the IT team to provide support for all service requests, incident call handling and IT orders. The LANDesk solution enables the team to manage the network to maintain software updates and patches and track hardware and software assets.

"Supportworks has enabled us to be more efficient in our call handling. Working with LANDesk has enabled us to create a service desk with an integrated Customer Management Database that contains all the systems and user data we need".

"We can now track all calls, whether incidents or problems and manage them to resolution and the support team can use a single unified console, rather than lots of different systems," said Gavin Malarky.

Stuart Jennings, Sales Installation Engineer at SSI Computer Services commented: "Hornbill's Supportworks provides a key component to the whole solution that the Museum's IT department required. The integration of the two products has resulted in a seamless solution that enables the IT department to manage its entire network and support its internal customers efficiently and, in the future, proactively."

Improved Customer Service

Following the implementation of Supportworks, the IT department is looking to introduce first, second and third lines of support to further streamline calls. Already the team has seen significant benefits from using the solution. Details on each call are now logged, which enables engineers to fully assess what is required. Furthermore having improved quality of data on the calls provides more flexibility when assigning the call to engineers.

The reporting functionality within Supportworks has been particularly beneficial. The IT team is using call data in the reports to enable them to work out trends and plan resources more effectively. Future plans also include using the asset management feature within the system.

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Adopting ITIL Best Practice

The planned adoption of ITIL best practices will also enable the IT team to work more efficiently, maximising the available resource. As ITIL is rolled out support is more structured following proven processes with all stages well documented, which previously was carried out in a more ad-hoc way. Furthermore, Supportworks' built-in workflow ensures these processes are effective.

In time, this will enable the team to create more uniform, structured Service Level Agreements, which will benefit the end user without the disruption often associated with a 'big bang' approach to implementation.

"We have been delighted with the changes that we have been able to implement since using Supportworks ITSM. We were looking to implement more formal processes for problem management. Supportworks ITSM's proven ITIL certification has enabled us to adopt the framework to really improve our customer service," said Gavin Malarky.

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