

SUCCESS STORY

Ashton Park School



" We chose ManageEngine ServiceDesk Plus after an extensive 3 months research. It is a comprehensive Service Desk that helped our IT department to efficiently manage problems, purchases, and assets. ManageEngine ServiceDesk Plus is affordable and easy to use, what more do you need?"



Ross Hamilton,
ICT Technician

Challenge:

Ashton Park School is a Specialist Sports College located in Bristol, UK. Its growing IT environment was earlier handled by Microsoft Outlook task system to handle user requests and Microsoft Access based application to track assets. This setup was failing to meet the requirements of the IT Support Staff. Ashton Park School's Help Desk Staff were looking for an efficient proactive Help desk solution at an affordable price.

Solution

Ashton Park School researched and evaluated 6 competing products extensively for 3 months and finally chose ManageEngine ServiceDesk Plus. ServiceDesk Plus enabled the Help Desk staff to efficiently manage user requests, manage Assets and streamline Purchases at affordable cost.

The Challenge: Managing a Growing IT environment

Ashton Park School is one of the 141 schools in Bristol, UK, to be declared as a Specialist Sports College. Its IT environment was earlier handled by Microsoft Outlook task system for request handling and used Microsoft Access based

application to track IT assets. All user requests were tracked using Microsoft Outlook and tasks were created accordingly. The support staff had to query the Microsoft access database to get information about the user's workstation. Even a simple requirement to find all requests from a particular workstation was complex with the Microsoft Access database based system. This setup lacked basic requirements such as automatic assignment, automatic notifications, and reporting. This drastically increased the request response time and reduced the quality of service. IT Department wanted an efficient and affordable Help Desk to manage user requests, assets, and purchase to simplify support and increase end user satisfaction.

Ross Hamilton, ICT Technician at Ashton Park School was determined to change the situation. He wanted to implement a fast and responsive Help Desk to manage requests from the users, to keep track of the complete history of all the workstations in the network, to handle purchasing, and to track and manage all the inventory items. He evaluated 6 competing Help Desk Solutions for around 3 months and finally chose the right Help Desk Solution to manage the situation at an affordable cost.

“ We evaluated up to 6 other help desk solutions before choosing ServiceDesk Plus, all the other solutions were way to expensive or required additional hardware. Only ServiceDesk Plus provided us with Incident Management, Asset Management, and also helped us implement a new purchasing system ”.

The Solution: ManageEngine ServiceDesk Plus

ServiceDesk Plus helped Ashton Park School’s Help Desk Staff to introduce a self-service portal considerably reduced level 1 request from users. Unresolved level 1 and advanced requests were automatically categorized and automatic notifications were sent to the associated technicians. ServiceDesk Plus reduced mundane request dispatching and assigning jobs, helping technicians to get started immediately and work towards resolving the request. Unlike the earlier system, wherever a request came in, technicians were able to get complete details about the workstation and associated assets. Further technicians were also dive deep into the problem by analyzing the workstation history. The integrated Asset Management helped the IT support staff to use the domain scan to identify and manage workstations. The scan gave a clear picture of all the hardware and software inventory items available in the network. Based on the number of license procured, ServiceDesk Plus enabled the help desk staff to assign licenses to workstation and also provided a

snapshot of licensed and unlicensed installations. This helped technicians to take remedial action to comply with software and hardware audits. The Help Desk staff were able to associate contracts with assets, and manage contracts easily. Reminders before contract expiry saved a lot of searching across all contracts.

ServiceDesk Plus enabled the Help Desk Staff to have fine-grained tracking and control over every inventory item. For example, Ross was able to track the total number printer cartridges purchased, number of printer cartridges used by different departments on a regular basis, this general trend analysis helped the purchasing department to plan and provision for future purchases. Today Ashton Park School uses a new purchasing system to send purchase orders to different vendors. It was now able to manage different purchase orders, agreements, and terms and condition from multiple hardware and software vendors.

ServiceDesk Plus helped Ashton Park School with a comprehensive IT Help Desk Solution to manage Incidents, Assets, and purchases at affordable cost.

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