

Case History:

01.06.06.

South East England Development Agency (SEEDA)

SEEDA is one of those split-personality organisations. On the one hand dealing with the frantic commercial demands of small businesses and entrepreneurs, on the other hand having to comply with the rigorous regulatory requirements that come with being a government-based organisation. Seldom can there be a more wide ranging set of demands placed on an IT department.

Ask Carl Lawton, he should know. As the Senior Systems Administrator, Carl has responsibility for delivering reliable and efficient ICT services to approximately 500 internal customers, involved in regeneration and property development projects. On top of that, the IT Department is subject to annual auditing by the National Audit Office and Carl must continuously provide audit logs to support compliance with governance procedures. It is important that SEEDA's IT reports are accurate and factual.

After six years of rapid growth, not surprisingly, SEEDA's IT systems were beginning to creak a little under the strain. In particular, the helpdesk was an old sales-based application with an active directory that was not working and some old Crystal reports that were just inadequate. Carl recognised that a web-based solution would make life a lot easier and immediately looked at the big names - Remedy, Royal Blue, Trackit, etc. Back on his feet again (he fell over when he saw the price), Carl found ManageEngine's ServiceDesk Plus, a web based help desk software tool with outstanding tracking and asset management capabilities. Functionality was on a par with the big names but with a much more sensible price.

Carl soon put ServiceDesk Plus to work on the 18 strong IT department located across the three SEEDA sites, prior to rolling out across the rest of the organisation. Immediately, ServiceDesk's ability to log and track issues meant that incoming calls were fewer, freeing up the IT team in the process. Reporting on trends in service requirements (e.g most frequent callers) also meant that training issues could be identified and addressed. In this way, ServiceDesk Plus also provided the reporting required for regulatory and governance purposes.

"The affordability of ServiceDesk has removed one of the biggest barriers to maintaining our IT infrastructure and improving service delivery," says Carl. "The combination of high functionality, low cost, simple, web-based software is a feature of the ManageEngine range that fits our requirements well and offers the benefits of a single source for our IT management solutions in the future."

SEEDA

The South East England Development Agency (SEEDA) is one of nine Regional Development Agencies in England. SEEDA's main role is to drive economic development in the South East. SEEDA's work covers the same geographical area as the Government Office for the South East. Both organisations cover an area stretching from Kent to Hampshire and the Isle of Wight, to Milton Keynes at the northern end of the region and West Berkshire in the west.

SEEDA's work includes

- regional regeneration
- making the South East a competitive location for business
- encouraging companies to invest in the South East
- ensuring that the right skills are available to match the needs of the South East labour market



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