



One Housing Group: Strengthening its service desk with Numara FootPrints

When One Housing Group went through a merger recently, it needed to offer its staff and customers a standardised service desk solution with enhanced functionality and reporting features and this is why it chose to upgrade from Numara® Track-It!® to Numara® FootPrints®.

Background

One Housing Group is one of London's leading providers of high quality, affordable homes. OHG is a non-asset holding parent that brings together three housing associations under a group structure: Community Housing Association, Toynbee Housing Association and Island Homes Housing Association.

Together the Group manages over 12,000 homes in 26 local authorities across London and adjacent counties and it has over 2,700 homes in the development pipeline. These include affordable rented homes, shared ownership schemes, intermediate rent homes for key workers and homes for private sale.

The shift to Numara FootPrints

One Housing Group has approximately 800 staff working across 80 satellite offices throughout London. To support this, it has five people working in the Service Desk team and five people working in the IT Infrastructure team. Together they look after 40 physical and 45 virtual servers, and manage the service desk which generates between 100-150 incidents per day. Being one of London's leading providers of quality homes and also having a large staff base meant that One Housing Group needed a solution to manage its incoming calls.

Delal Miah, ICT Support Manager at One Housing Group, commented, "We were originally a Numara Track-It! customer and had been using it for just over two years as our IT help desk solution. In December 2007, our company went through a merger which meant that we needed to standardise across the company, including the IT department, and turn the help desk into a service desk solution with enhanced functionality.

IN BRIEF

Industry

Housing Association

Business Driver

The need to upgrade from its help desk solution and offer a service desk solution with enhanced functionality for its staff and customers.

Why Numara FootPrints

The product offered One Housing Group a cost effective service desk solution that was easy to implement, simple to configure and offered a better all-round automated service.

Business Benefits

Delivery of improved services to staff; daily call resolution has improved from 10-20 percent in its first year to 60 percent in the second year.

"Numara FootPrints has given us greater functionality for our staff and ultimately our customers, and it effectively tracks and audits all of our IT incidents from start to finish. Our users can now contact the service desk via phone, email or through the self-service function, track their call and request, and then know when the incident has been resolved. It's been great for giving our staff a bit of independence in managing their own requests."

Delal Miah

ICT Support Manager
One Housing Group

“We looked at a number of service desk solutions on the market, such as BMC® Remedy, FrontRange™ HEAT® and TouchPaper®, and there were pros and cons about all of them. I’ve used these products in the past, but the problem with these solutions is that when you want to start adding modules or additional capabilities they start to become really expensive in the long run.

“Numara FootPrints however is cost effective when it comes to adding modules further down the track, and we already had a positive relationship with Numara® Software, so it was only natural that we remained with them. We also like the fact that with Numara FootPrints you can create multiple projects, so other departments have the flexibility to track and manage the call too.”

Miah added that from start to finish the configuration and implementation process was very simple, “As we have to manage a large number of incidents on a daily basis, it was vital that the implementation process was seamless for the IT department and also for all staff. In conjunction with Numara Software, we tested the product extensively prior to its installation to ensure we had no issues when the product went live in January 2008. Two months down the line, there were a couple of things that needed re-jigging in terms of configuration, however they were very minor and Numara Software was on the case immediately.”

Enabling a better service desk solution for staff

Miah says that Numara FootPrints has enabled One Housing Group to provide a better service desk solution for its staff, and then ultimately for its customers:

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Miah added that it has also made the IT Service Desk and Infrastructure teams much more efficient in their jobs:

“Our staff like Numara FootPrints because it integrates well with our system. It prompts them when they have a job to do so they don’t forget to complete a task, which has ultimately made them more efficient and less likely to make mistakes. Numara FootPrints has also allowed staff to manage their reporting better. It allows them to know what they are doing, what they are not doing, see the real live stats, and also where there is room for improvement. In the first year of its implementation our daily call resolution sat between 10-20 percent, and now we are at 60 percent. Our target is to make this 75 percent over the next year.”

In order to support Numara FootPrints, One Housing Group has begun to apply ITIL® best practice, and the IT Service Desk and Infrastructure teams are now ITIL v2 qualified. ITIL provides a framework and guidelines for how best to deliver IT services, outlining an extensive set of management procedures that are intended to support businesses in achieving both quality and value in IT operations. It outlines policies and concepts for managing IT infrastructure assets, operations, development and reviews to manage its core IT processes. Implementing such rigorous IT controls ensures One Housing Group can significantly improve the management and performance of its service desk. In 2010, it plans to update its qualifications to ITIL v3.

Plans for the future

Overall, Miah says that Numara FootPrints has been a very valuable asset for One Housing Group. It is currently looking to purchase more modules over the next year or so and will implement more projects throughout the organisation.

“We’ve been very impressed with what Numara FootPrints has been able to provide for us. And, as we’d like to become more ITIL compliant, and offer a better service desk solution for our staff, we are currently looking at other modules such as Numara FootPrints Change Management, Numara Deploy and knowledge management.”

Delal Miah
ICT Support Manager
One Housing Group

Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom
to simply choose
the right solution for you