

London Borough of Hillingdon

A Total Business Solution for the Service Desk



Business Needs

- Provide a single point of contact for helpdesk, change management, procurement, and configuration management services in supporting London Borough of Hillingdon's 3,000 users.

Solution

- The Touchpaper® IT Business Management (ITBM™) solution

Business Benefits

- Integrate once disjointed functions and services under a seamless, cohesive, and centralized service management umbrella
- Increase the percentage of incidents addressed and resolved by first-line support from 30% to 58%
- Decrease reliance on outside consultants, resulting in a savings of £50,000 (GBP) per year
- Reduce the time to provision new users from 14 days to five days.
- Improve change management processes to more than a 98% success rate

Just 14 miles from central London and with Heathrow airport within its boundaries, the London Borough of Hillingdon is literally the gateway to the United Kingdom. As the second largest London borough, Hillingdon is home to approximately 250,000 people from a vast variety of cultures and nationalities. In addition to being a vibrant outer-London borough with many multinational businesses, the borough boasts picturesque villages, urban communities, woodlands, waterways, country parks, farms, and historic medieval churches.

From airport expansions to environmental protection, education, libraries, business development, law enforcement, and more, the Hillingdon Council plays a vital role in serving the Hillingdon community. Likewise, the Touchpaper® IT Business Management (ITBM™) solution plays a vital role in the ability of the borough's ICT service desk to keep Hillingdon Council's computers and users operating at peak performance and efficiency. On July 1, 2008, Touchpaper, based in Woking, U.K., was acquired by Avocent Corporation, headquartered in Huntsville, Alabama, USA.

Seamless Integration of Service Desk Operations

In an effort to consolidate, streamline, and improve its services, the ICT Service Desk at the London Borough of Hillingdon decided to move from a basic call logging system to a complete service management suite. After extensive competitive evaluations of the market, as well as consulting with its peers in the private and public sector, London Borough of Hillingdon decided to deploy the Touchpaper IT Business Management (ITBM) solution. To help organizations achieve their strategic and operational goals, this ITBM technology integrates the core aspects of IT service management, customer service and support, and network and system management into a cohesive, comprehensive solution.

"Touchpaper ITBM enabled us to integrate all of our services so we could offer our customers a single point of contact from the service desk," says Roger Bearpark, Assistant Head of ICT at London Borough of Hillingdon. "Instead of offering fragmented services, the Touchpaper solution has allowed us to join together once disjointed silos and functions into seamlessly integrated services for contract management, change management, procurement, and more."

Optimized Service Resources

One of the goals that London Borough of Hillingdon hoped to achieve with its use of the Touchpaper ITBM suite was to enable its first-tier support team to respond directly to and resolve a greater majority of helpdesk calls, rather than escalating them to second- and third-tier support members. It reached this goal by defining processes within the ITBM suite that the first-tier support technicians could easily leverage and follow to solve customer problems.

"Touchpaper ITBM has empowered us to put a lot more emphasis on first-line resolution," Bearpark says. "Before, 70% of our requests would be logged at the service desk and then passed on to someone else, which typically meant it would be a half a day before it was acted upon. Now our first line can take care of most requests instantaneously, resolving up to 58% of the calls themselves. That has been a big boon for us."

While customer issues are being addressed and resolved more quickly, the ITBM suite has also enabled London Borough of Hillingdon to better leverage and optimize the expertise of its more skilled ICT Service Desk members. “With the help of Touchpaper ITBM, our second- and third-line people now have the headroom to undertake more strategic roles,” Bearpark says. “That has allowed us to develop our in-house skills even more. As a result, we’ve been able to dramatically reduce our reliance on outside consultants, saving us about £50,000 (GBP) in the first 12 months.”

Faster Delivery, Greater Success

The ITBM suite has enabled London Borough of Hillingdon to accomplish what was to streamline and consolidate its processes. Too many of its old processes were serial in nature, requiring one set to be completed before moving onto a new set. The ITBM suite allowed Hillingdon to redesign its processes so that many of them could work in parallel.

“Touchpaper has allowed us to run and manage many of our processes simultaneously, which has been a major benefit, especially in the area of provisioning,” Bearpark says. “One team can manage the procurement and delivery of the PC. Another team can implement the needed data connectivity. A third team can set up the appropriate accounts, groups, folders, and permissions. Not only has it made us much more efficient, our users are getting much faster service. Instead of taking 14 days to provide a new user with hardware, an account, telephony, and everything else needed, we can now provision everything in five days.”

The ITBM solution has also had significant impact on London Borough of Hillingdon’s change management processes. “The Touchpaper suite underpins our whole change management process,” Bearpark says. “It gives us a virtual environment to comment on proposed changes, with standard processes for approvals, notifications, progress tracking, and change rollback. Not only has it significantly reduced the time and cost to deliver a change, we have a higher percentage of successful changes, with more than a 98% success rate.”

Dramatic Service and Business Improvements

Empowering users to solve many of their own problems, especially after hours, has been another advantage the ITBM suite has provided London Borough of Hillingdon. “The Touchpaper SelfService and ActiveKnowledge solutions have given our users a degree of self-support that they have never enjoyed before,” Bearpark says. “Initially, just users that worked outside of our support hours took advantage of Touchpaper’s self service technology. But as they have discovered how easy it is to use, many of them have started using it during the day. Due to user usage of self service, we’ve seen about a 5% decrease in our helpdesk call volume.”

In a completely different area of self-service, the Touchpaper ConfigurationManager solution has allowed London Borough of Hillingdon to provide self-service capabilities to its auditors. “We used to spend a lot of time with auditors, providing justification or evidence of equipment purchases and usage,” Bearpark says. “ConfigurationManager lets us provide a sort of self-service menu for auditors. They can put their own queries in and get back the reports they need. Now instead of asking us the questions, they simply ask the Touchpaper system.”

“The Touchpaper ITBM solution has significantly transformed how the ICT Service Desk supports Hillingdon,” Bearpark says. “It has brought us a long way along the path of improving our service management operations and processes, but what gets me really excited is that there’s still a lot more that Touchpaper can do for us as well.”



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