

## News Release

15 January 2008

### **Swale Borough Council selects Richmond SupportDesk to bolster IT support**

**~ employees log own requests on web-based system ~**

Swale Borough Council has chosen Richmond SupportDesk to manage the support facility for their entire IT infrastructure including communications covering their mobile phones and telephony services across 3 sites supporting 450+ employees.

“We needed a replacement for our previous system to effectively manage the 1,000+ incidents the IT service desk team deal with on average per month, enabling us to prioritise workload and make best use of the available resource with the ability to escalate calls to prevent SLA breaches.” said Julie May, ICT Service Desk Manager at Swale Borough Council.

Swale Borough Council has purchased licences for the entire IT service desk team. The system was implemented in just three days, which included integration with their existing information systems and remote support software allowing the service desk to remotely support end-user machines directly from Richmond SupportDesk.

With the council spread across three sites it was imperative for the system to easily allow end users to log and check the status of their own technical issues via a web interface. Tracking the progress of IT support requests keeps staff informed and reassures them their requests are being managed effectively.

“Richmond SupportDesk has made a significant difference to the way the IT service desk team works. Quick incidents have enabled us to log all contact with the department, even if it is just a simple password reset. We now get much better statistics on where support resources are being used so we can address areas where training or updates to software or hardware could improve IT service reliability.” Julie May continued.

Now that all IT issues are logged tasks can be reviewed and prioritised allowing job requests to be handled quicker with skills base routing of calls to make best use of the available resource. With all jobs now held centrally the Management Console enables managers to run reports and see exactly what is happening in the department.

“Richmond SupportDesk stood out for many reasons including offering a phased approach to implementing ITIL. We have started with incident management and are now looking to introducing problem and change management” commented Julie May.

Since successfully deploying Richmond SupportDesk Swale Borough council have purchased more licences for use in the IT development team so development requests can be managed effectively.

They are also planning to add Richmond PC Inventory to automatically scan their network for all hardware and software including operating system versions, processor type, memory usage and hard disk space, to enable them to instantly get a snapshot of the equipment they are supporting.

By knowing exactly the hardware and software which resides on their network they will further improve the service they can offer through correctly identifying configuration issues up front.

**(470 words)**

## **NOTES TO EDITORS**

### **About Richmond Systems**

Established for over 20 years, Richmond Systems Limited, is a leading provider of service desk software for enterprise-wide service support based on ITIL® best practices.

Richmond SupportDesk can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration, change and service level management through Windows™, web and mobile interfaces. Providing the IT department with full visibility of the support environment allows streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves organisations providing support to many thousands of users and is a member of the *it*SMF and HDI (Help Desk Institute).

For more information, visit the Richmond SupportDesk website at [www.richmondsupportdesk.com](http://www.richmondsupportdesk.com) or call 01428 641616.

### **For further information about Richmond Systems, please contact:**

Simon Armstrong  
Richmond Systems  
Tel: +44 (0) 1428 647326  
Fax: +44 (0) 1428 641717  
s.armstrong@richmondsys.com  
Internet: <http://www.richmondsys.com>