

## CASE STUDY

# Stibbe

Stibbe in association with  
Herbert Smith and Gleiss Lutz

### key facts

- Sitehelpdesk provides common support service
- Key to staff performance monitoring
- Fast deployment for instant success
- Excellent Price/Performance ratio

## Stibbe improves efficiency across IT department with help from

# SITEHELPDESK.COM

Stibbe is a full-service law firm with over 150 specialists working in a team to provide a tailored service to Belgian as well as international companies and public sector clients.

Stibbe advises its clients on the most complex legal issues. Together with its Alliance partners Herbert Smith and Gleiss Lutz, Stibbe is also perfectly placed to assist with cross-border or multi-jurisdictional issues.

Stibbe places great emphasis on the quality of the services provided by its lawyers. Every client's needs are different, every case is different, and they are treated accordingly.

Moreover, the firm distinguishes itself by the fact that all practice groups and departments share common objectives, working methods, information systems and the same approach to servicing clients. This allows Stibbe to provide high quality services whatever the practice area may be.

### IT Services support goes from strength to strength

Sitehelpdesk had already been around for a number of years in the ICT department of Stibbe. However, the system was not being used efficiently. In 2009, it seemed appropriate to change the way the helpdesk officers made use of the system. As a result, the categories were revised and updated, and new rules governing the use of the system were implemented.

Because of its ease of use, the number of recorded ICT related calls has risen steadily. Clients have gained confidence in the ICT department, knowing that their requests are traceable and because they are kept informed about their status.

### Instant success for Knowledge Management and Marketing services

During that same year, the company's Knowledge Management and Marketing managers were looking for a system that could allow them to record requests made by lawyers. After seeing a customised demo version of Sitehelpdesk, they were convinced that this tool would answer to their needs. A couple of weeks later, both departments were up and running on Sitehelpdesk. Stefan Loeners, ICT Project Manager commented

“ The software is very easy to configure. Some small issues during the installation were swiftly solved, thanks to the excellent support. ”

The Knowledge Management and the Marketing department now use the software for recording and tracking every request made by lawyers and are now able to better manage their resources.

From a management perspective, Sitehelpdesk provides the statistics used for performance reviews.



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## Right out of the box

In connection with the features and functionality coupled with the potential to modify the source code, Stefan went on to say "We are happy with the product without any special enhancements. We have managed to adapt it to the needs of the ICT, the Marketing and the Knowledge Management departments using the standard features, and with minimal effort".

## Ease of use

The helpdesk officers have taken Sitehelpdesk with ease. Even newcomers managed to familiarise themselves quickly with the tool, reducing unproductive time spent in training. Support staff members continue to find it a very easy and reliable tool to use.

The Managers of the ICT, the Marketing and the Knowledge Management departments appreciate the reporting features in particular.

Stefan concluded that

“ The key features of Sitehelpdesk are an unbeatable price/quality ratio, easy deployment and the flexibility ”

[www.stibbe.com](http://www.stibbe.com)

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