

## CASE STUDY



Lodge Park  
Technology College

### key facts

- ➔ Sitehelpdesk more cost effective than freeware
- ➔ Straight forward to install
- ➔ Meeting volume increases with the same resources
- ➔ Achieving 99% of SLA's with sitehelpdesk-IT

# Lodge Park Technology College increase service levels with

## SITEHELPDESK-IT

### Information Technology pivotal to education

Lodge Park Technology College is situated on the edge of Corby in Northamptonshire. As a state run school they provide free, high quality education to male and female students aged from 11 to 19, and wide ranging adult learning courses for school leavers and the general public. There are 1200 students and 200 staff, all of which have access to and actively use IT services.

The college boasts several dedicated IT learning rooms, Media and Music technology rooms, a Design Technology room, as well as multimedia rooms for English, Maths and Humanities. A new sixth form education centre was opened in 2007, expanding the campus resources. IT based learning has become a critical element in the syllabus and the availability of these services is pivotal to the function of the college for administration and learning.

### Moving From unsupported Freeware to an affordable commercial solution

Lodge Park Technology College installed sitehelpdesk-IT the web browser based IT services helpdesk in 2007 to better manage the increasing volumes of IT related equipment on the campus. The Technical Support help desk is managed by the Network Manager, Stephen Peverett with the Assistant Network Manager and two IT Technicians.

Prior to the installation of sitehelpdesk-IT they used a freeware help desk system, but Stephen Peverett comments that "The freeware software was limited in functionality and there was no structured support for it. We investigated several help desk products, from freeware systems to those costing many thousands of pounds. Sitehelpdesk products offered the features we required, including ITIL support, with support and updates at a price point we could afford" Stephen managed the implementation himself and found Sitehelpdesk straight forward to install.

“ The requests for support from sitehelpdesk.com for the few issues we encountered during set up were dealt with quickly and efficiently. ”

He continues, "It was also good to see that Sitehelpdesk.com themselves use their own products to log and process calls online, so we could see how a fully configured system appeared from an end users point of view from the outset".

### Measurable improvements in service delivery

Stephen manages the IT service with service level agreements established with the college staff. "We have been using Sitehelpdesk for several years now, and it has always been an excellent way to keep track of calls. However our biggest benefit came when, in 2011, we installed the optional SLAmonitor module". SLAmonitor provides enhanced SLA calculations and reporting with notifications to enable support staff to meet service agreements. "We now have clear statistical information to show how we are performing against our ITIL derived



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Response and Fix SLA times. Compared to the previous year's data, our SLA figures rose from around 70% Response and 50% Fix (September 2010) to 99% for both Response and Fix times (September 2011).

The drive to improve our performance and service to end users has also meant that we have increased the number of recorded calls from 142 calls in September 2010 to 327 in September 2011. This means we are now processing more calls at the same time as dramatically improving our Response and Fix times. The support staff find it an invaluable tool and with SLAMonitor senior managers have a clear and concise view of the status of the help desk. We now also allow staff in the school to add, view, edit and close their own calls. Many staff use this rather than telephoning us. It saves staff time and we have the information directly entered without having to type it in again."

Their most recent addition is the EMLMonitor module which provides full integration with the email system. Stephen comments that "This is working well and for those staff not comfortable about using the web site to update their calls provides a perfect way for them to communicate back to us through their familiar e-mail application. It automatically updates their existing calls within Sitehelpdesk without them having to learn anything new. It helps the Technical Support team as we no longer have to spend time manually transferring data from our e-mail system to Sitehelpdesk."

**Ultimate flexibility in design**

"I have edited some of the code so that the e-mail address for users now defaults to our particular naming convention. I have also edited some of the pages to display data in a different order, or to add extra fields to the default display. This is also one of the benefits of Sitehelpdesk. I can edit the code to customise it to our specific requirements without having to pay for bespoke work, for which we have no budget". Stephen concludes that

“ Overall I am extremely impressed with Sitehelpdesk. I know you can get ‘free’ help desk systems, but I like the reassurance of a support team to help with issues encountered and we can take advantage of the useful feature updates made available to us. I think the cost, especially if considered over a few years (i.e. taking purchase cost and annual support costs into account), is very reasonable. ”

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