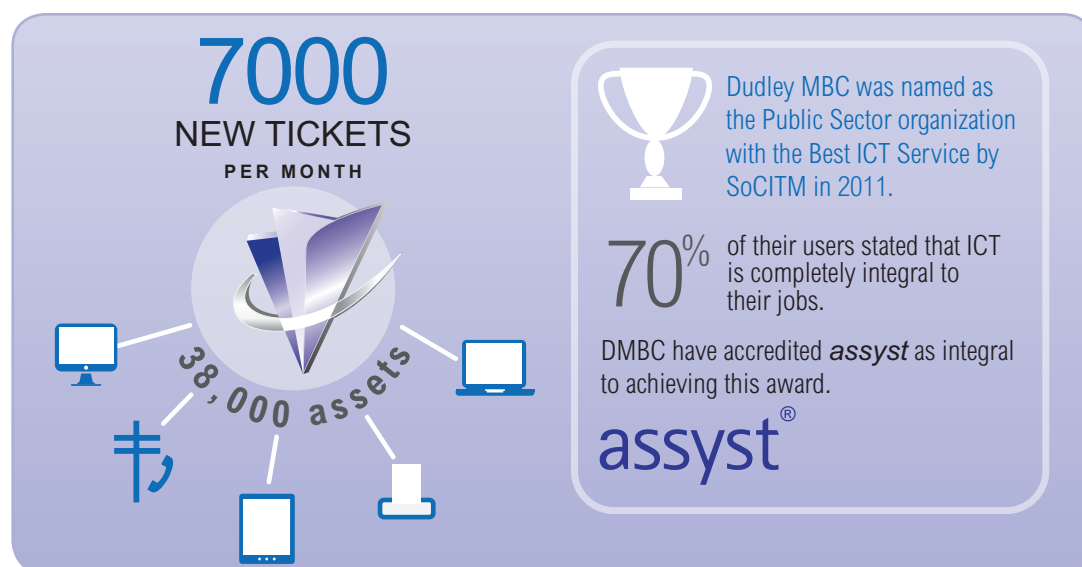# Axios assyst® Case study

Dudley Metropolitan Borough Council "do better with less" with *assyst* from Axios Systems

7000
NEW TICKETS
PER MONTH

38,000 assets

Dudley MBC was named as the Public Sector organization with the Best ICT Service by SoCITM in 2011.

70% of their users stated that ICT is completely integral to their jobs.

DMBC have accredited *assyst* as integral to achieving this award.

assyst®

Once at the heart of the Industrial Revolution, Dudley borough, in the West Midlands, consists of four main towns: Brierley Hill, Dudley, Halesowen and Stourbridge. Dudley Metropolitan Borough Council (Dudley MBC) was created in 1974, through a merger of the existing Dudley County Borough with the municipal boroughs of Stourbridge and Halesowen.
Dudley MBC in-house ICT service supports 5,000 business users across the Council. There is currently 160 staff in central ICT with an additional 60 within the individual directorates, to be consolidated in April 2014

Challenge

- A system to manage both incidents and equipment
- Software that could also manage service and change requests

Solution

- *assyst* was purchased in 2003 to manage Incident, Problem, Change and the CMBD

Benefits

- *assyst* has allowed Dudley MBC to significantly increase their Service Desk opening hours despite having fewer members of staff
- Increased end-user satisfaction

The Challenge

Dudley MBC established a phone number for reporting incidents when PCs were first introduced into the Council in the mid-1990s. Calls were simply logged on a spreadsheet, however the Council quickly realized that they needed a system to manage both their incidents and all the new equipment. As time went on Dudley MBC found that they required software that could also manage service and change requests, so went through a full tendering and evaluation process for an IT Service Management tool.

The Solution

> "*assyst* is helping us make business savings by allowing us to provide self-service. There will be no need for so much of a labour intensive process, which is crucial when government cuts are tightening our budget."
>
> **Iain Newman, Treasurer
> Dudley Metropolitan Borough Council**

Dudley MBC purchased Axios System's IT Service Management (ITSM) solution, *assyst*, in 2003. *assyst* was selected for both its value for money and the functionality which would provide Dudley MBC with the ability to develop processes themselves.

Dudley MBC initially purchased *assyst* to manage Incidents, Problems, Changes and the CMDB. They have also developed their own 'Log IT 'for people to log incidents and work requests online.

There were 6 different Service Desks in the Council when *assyst* was implemented. These Service Desks helped roll the solution out across the organization, to all internal services including schools, Council members and libraries. By 2012, these Service Desks were successfully consolidated so that there was one central Service Desk for the whole Council.

Axios SYSTEMS™

ITIL & ITSM Excellence 25 1988 2013

Results

Dudley MBC now handles 7000 new tickets per month through *assyst*, incorporating Incidents, Problems and Changes, as well as receiving follow ups.

With *assyst*, Dudley MBC supports over 38,000 assets, including 4,100 desktops; 1,500 laptops, 760 thin clients, 1,600 printers and MFDs; 6,000 IP phones, 7,400 telephone lines and 3,200 mobile devices. They also support over 100 application systems / interfaces.

Implementing *assyst* has also allowed Dudley MBC to significantly increase their Service Desk opening hours despite having fewer members of staff.

In 2011, Dudley was named as the Public Sector organization with the best ICT Service by Socitm, the professional association for public sector ICT Management. Socitm has been running a Benchmarking and User Satisfaction survey since 1998, covering customer satisfaction and training adequacy in public sector authorities in the UK.

The survey was distributed to all staff (excluding ICT Services) and members. Of those responding, over 70% of their users stated that ICT is completely integral to their jobs. Scores were marked 1 (low) to 7 (high) and Dudley MBC scored an impressive 5.67 for customer satisfaction. This was the highest mark throughout the UK, where the average score was 5.10. In fact, Dudley scored the highest on 33 of the 36 customer satisfaction categories.

Pete Hipkiss, Customer & Support Services Manager at Dudley MBC credited *assyst* as the driving force behind the award, saying it was critical to all ICT processes.

> " *Our ICT is made up of three Ps – People, Processes and Product (*assyst*).* *assyst is the glue that bonds everything together. Here in ICT we couldn't exist without* assyst *– It underpins all our business ICT processes.* "
>
> **Pete Hipkiss, Customer & Support Services Manager, Dudley Metropolitan Borough Council**

New challenges and the future for Dudley MBC ICT

Despite high levels of customer satisfaction, Dudley MBC feel they don't have to be bad to get better and are now in the midst of a corporate programme, 'transforming our workplace'. Like many organizations, Dudley MBC is facing cuts – half a million pounds worth of savings are needed in ICT over the next 2 years, yet due to changing trends in the workplace they find they have to provide more support than in the past. Traditional 8-5 working hours are now 7:30 – 7:30 due to the introduction of flexible working and the team has to support this with fewer staff, having lost 30 team members over the past three years.

To move forward strategically, Dudley MBC has decided to implement *assystNET* and the Service Catalog from Axios Systems which will be rolled out in April 2014.

Dudley MBC spoke with another *assyst* customer, Fife Council, and learned a great deal from their experience. Fife helped shape their thinking in how the Dudley MBC self-service portal is going to look and shared how they achieved a highly successful buy-in from their customer base. The Council is currently working to prioritize what will initially go into the Service Catalog, including password resets, advice and guidance etc.. The focus will be on business need. Through an internal competition, they have named their self-service portal MyICT.

All Dudley MBC staff will have access to MyICT from April 2014. In the run-up to the launch it will be publicized by the marketing and communications teams. This will involve gaining buy-in from the 60 staff currently out in the directorates to get buy in throughout the council.

It is anticipated that the use of online forms will ease pressure on the Service Desk by reducing call volumes – the target is for over 50% calls to be logged via self-service once *assystNET* is launched, thereby reducing avoidable contact. Self-help will also be a driver to achieve 24/7 support which will further increase customer satisfaction. It is also thought that self-service will help reduce chase up calls as all users will be able to view the status and progress of their call online, freeing up time on the Service Desk to concentrate on preventing incidents in the first place.

> " *Our philosophy is 'doing better with less'. This is about doing the right thing, not the wrong thing better. Despite losing 12% of our team, assyst is allowing us to increase customer satisfaction levels through responding to the business need and providing a service that will make our lives and those of our customers easier.* "
>
> **Pete Hipkiss, Dudley Metropolitan Borough Council**

> " *assyst will allow us to streamline our processes and provide end to end service for the customer, reducing the number of failed contacts and handovers we had before it was implemented This has been key to excellent customer service.* "
>
> **Lance Cartwright, Dudley Metropolitan Borough Council**

linkedin.com/company/axios-systems

@Axios_Systems

blog.axiossystems.com