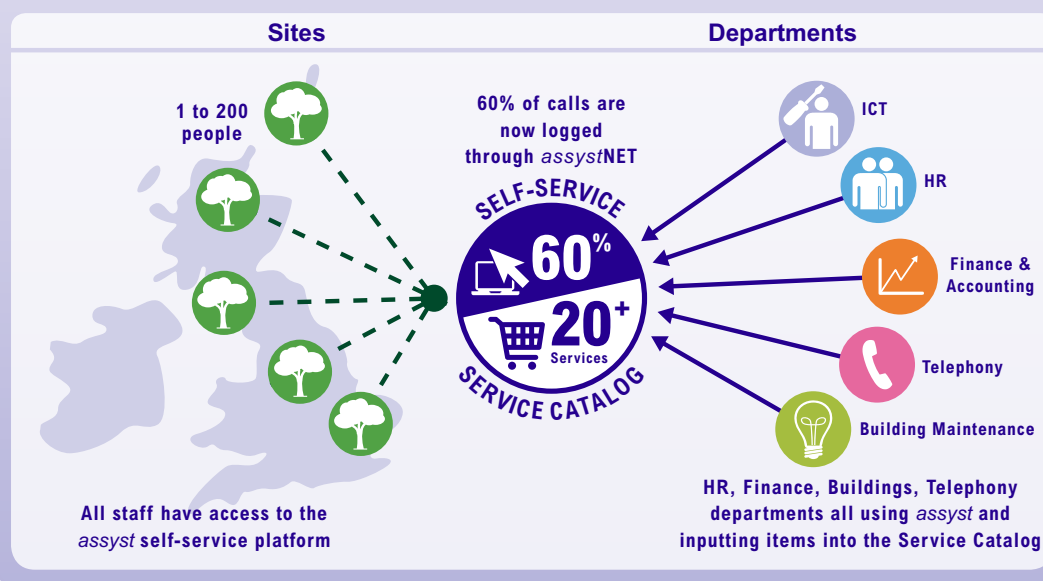


Axios assyst® Case study

The Forestry Commission transforms service delivery across all functions while increasing customer satisfaction with assyst from Axios Systems.

The Forestry Commission is recognised and respected as an international leader in sustainable forestry, with a mission to protect and expand forests and woodlands and increase their value to society and the environment. It employs almost 3,000 people, including 15 IT support staff, spread across 100+ sites. Sites can constitute of 1 to 200 people and many are very remote.

All-encompassing access across sites & departments



History / Use of assyst

The Forestry Commission has used assyst, Axios Systems' ITSM solution, since 1997 and was one of Axios's first customers. Prior to this, IT Service Management was purely spreadsheet based within the organization. The Forestry Commission is using assyst for Incident Management, Change Management, CMDB, Service Catalog and was one of the first to roll out the assystNET self-service platform. In addition, the Forestry Commission integrates with Active Directory and legacy systems. assyst is available to all staff throughout the organization, and managed from the Forestry Commission's datacenter, based in Edinburgh.

"assyst is essential in allowing us to continue to deliver a quality service to our customers."

Carol Houston – Service Desk Manager, Forestry Commission

assyst is used throughout the business. Whilst used primarily for ICT, it is also used for Telephony, Building Maintenance, HR and Finance & Accounting, demonstrating true efficiency in using assyst outside of IT.

Challenge

- New structures and processes within the business
- Requirement for higher level of self-sufficiency
- Flexibility to develop their own service offerings

Solution

- Upgrade to the latest version of assyst
- assystNET self-service portal and Service Catalog rolled out to all business users
- Restructured CMDB

Benefits

- Increased self-reliance and greater agility
- Reduced number of calls to the service desk
- Significant improvement in quality of service
- Significant improvement in customer satisfaction freeing up resources on the Service Desk
- Management insight through real-time reporting

The Challenge

Over the years, the business has evolved; a common issue that most organizations will be familiar with. The structure and processes within the organization have changed and the Forestry Commission's original *assyst* setup reflected infrastructure and organizational data which were out of date. The team realized that it was time to update this original setup to align with their new ways of working.

The Forestry Commission was also aware that the latest version of *assyst*, v10, had additional functionality which would allow them to be more self-sufficient in delivering self-service via *assyst*NET and allow them to roll out the provision of service offerings via the Service Catalog. The Service Catalog would give them the flexibility to develop their own offerings over time and thereby allow them to significantly increase the services available through the Catalog.

Solution

The Forestry Commission upgraded to the latest version of *assyst*, including a full implementation of the Service Catalog, in August 2013. At the same time they changed a lot of the data in the system to reflect how they now operate.

There are currently around 20 services going through the Service Catalog, with 6 more in the pipeline. The Service Catalog was rolled out across the entire organization, advertised via an internal newsletter and on the intranet, and the IT team monitored its rollout and usage.

In addition to the Service Catalog and updated processes, the Forestry Commission took the upgrade as an opportunity for a significant structural reorganization of the CMDDB.

Results

The biggest benefit that the Forestry Commission has experienced, following the upgrade, is that the system is now simpler to maintain, therefore giving them improved self-reliance. It is more agile and they have the ability to add new services and manipulate the software themselves without having to go back to Axios for help.

60% of calls are now logged through *assyst*NET, which has consequently dramatically reduced the number of phone calls to the service desk, freeing up analysts to focus on other key tasks. The Forestry Commission has also seen the benefits from moving to the newer web-based *assyst*NET interface.

Already a mature *assyst* user with an advanced offering, the implementation of the Service Catalog has enhanced the Forestry Commission's existing *assyst*NET. It is available to all staff throughout the organization and has allowed them to significantly improve the quality of the service they provide. ICT staff received a lot of positive feedback from their customers following go-live. They listened to suggestions on how to improve the service further and are now taking these suggestions on board in order to further increase customer satisfaction amongst an already happy end-user base.

Future Plans

Having seen the success of the Service Catalog, more and more departments in the Forestry Commission's business areas are now coming to ICT to ask for their own items to be added. There are plans to roll this out more widely across the business over the coming months. The development of the Service Catalog has also been added to the Forestry Commission's Continual Service Improvement plan to ensure that time and resource is available for future development.

In addition, the Forestry Commission would like to implement Problem Management within *assyst* in the future as well as implementing and developing a knowledge base.

“The query tool and the improved web based interfaces have really made a difference for me. Smartmail has also been a revolution for us.”

Mark Cassidy - Head of Service Delivery, Forestry Commission

“Self-service and the Service Catalog have been instrumental in reducing workload on the Service Desk and increasing efficiency and visibility of IT across the business. In addition it has led to significant cost savings through providing end-users with the ability to log and track their own incidents and requests.”

David Felstead - Director, Information Services, Forestry Commission

“The Service Catalog is great. I can place an order online without having to call IT and track the status in real time, whenever I want. It is so much easier.”

Service Admin,
Forestry Commission



Axios Systems plc

For over 25 years, Axios Systems has been committed to delivering innovative IT Service Management (ITSM) solutions that help customers improve not only their infrastructure operations but also to enhance service delivery across business functions including HR, Facilities Management and Finance. Axios is recognized as a world leader by leading analysts and their global client base, with a 100% focus on service management technologies.

Axios's enterprise ITSM software, *assyst*, is purpose-built to transform IT departments into profitable business-focused customer service teams. *assyst* adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges across the organization. In 2014, *assyst* was accredited for all fifteen PinkVERIFY™ ITIL® processes, and was the first technology vendor to do so within a single solution.

For more information, please visit our website at www.axiossystems.com



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