



| IFS assyst

Case study

Dudley Metropolitan Borough Council implements IFS *assyst* to bolster IT capabilities and enhance end-user experiences

Council transforms service management capabilities and self-service functionalities to improve customer and employee experiences



Summary



Challenge

Dudley MBC recognized that its old ITSM system was no longer fit for purpose, as its reliance on manual processes and tools required intensive human effort – taking up a lot of employee’s time. A system that could automatically manage reporting incidents and new equipment, along with service and change requests, would lessen the burden on IT teams and therefore was necessary.



Solution

After careful consideration and evaluation of various ITSM solutions available, Dudley MBC selected IFS *assyst* in 2003. This solution would enable employees to handle requests on their own, while delivering simplicity, affordability, and speed to value with enterprise-wide workflow management.



Results

The implementation of IFS *assyst* has helped to significantly increase Service Desk opening hours, despite having smaller teams. It has also enabled the council to launch its own ‘Log IT’ for employees to record incidents and requests online. In 2011, this resulted in Dudley MBC being named by Socitm as the Public Sector organization with the best ICT Service.



Key Highlights

Supporting
5,000 users

7,000
new tickets monthly

38,000
assets

81% customer
satisfaction rate



Overview

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. Once at the heart of the Industrial Revolution, Dudley Borough, located in the West Midlands, now consists of four main towns: Brierley Hill, Dudley, Halesowen, and Stourbridge, representing 24 individual wards.

Overall, Dudley MBC's in-house ICT service supports 5,000 business users across the council. To manage this workload efficiently, there are currently 160 staff members working in central ICT, with an additional 60 employees managing ICT in the individual directorates.

In 2003, the IT department recognized that its current methods for managing and reporting incidents had become outdated. Incidents were being discussed over the phone and logged onto a spreadsheet, impacting quality and timeliness. As a result, Dudley MBC sought a new IT Service Management (ITSM) tool that could streamline systems and manage incidents more effectively, along with new equipment and service and change requests.

After assessing the different tools available on the market, Dudley MBC selected IFS *assyst* to manage its service management requirements. This solution would not only help to boost the capabilities of its IT department, but would also reduce the burden felt by employees managing manual, repetitive tasks, by automating processes and consolidating Service Desks.

The challenge

In the mid-1990s, Dudley MBC established a phone number for reporting incidents when PCs were first introduced. Calls and information were simply logged onto a spreadsheet. Over time, however, the council recognized this process was time consuming and often resulted in errors.

To overcome this challenge, Dudley MBC needed an effective solution to manage both incoming reporting incidents and any new equipment it adopted. As technology accelerated, the council also found it required software that could manage service and change requests, coming from individual users to the Service Desk. It therefore went through a full tendering and evaluation process on the search for a robust ITSM tool.

The solution

In 2003, Dudley MBC selected IFS *assyst* due to its superior self-service capabilities and value for money. The solution was first implemented to manage Incidents, Problems, Changes, and the Configuration Management Database (CMDB). After recognizing the breadth of *assyst*'s capabilities, Dudley MBC has also developed its own 'Log IT' which enables employees to log incidents and work requests online, anytime, anywhere.

To help roll the solution out across the organization, IFS used Dudley MBC's existing six Service Desks to manage and update all internal services, including those in schools and libraries, as well as the individual devices used by council members. In 2021, these desks were successfully consolidated to ensure there was one central Service Desk for the whole council, helping to improve cross-departmental collaboration.

The results

With the support of IFS *assyst*, Dudley MBC now handles 7,000 new tickets per month, incorporating Incidents, Problems, and Changes into a single source. The ITSM solution supports over 38,000 assets for Dudley MBC, including 4,100 desktops, 1,500 laptops, and 3,200 mobile devices. It also supports over 100 application systems and interfaces.

Benefits of implementation include a significant reduction in Service Desk opening hours, despite having smaller teams. In 2011, this led to Dudley MBC being named as the 'Public Sector organization with the best ICT Service' by Socitm – the professional association for public sector ICT Management. As part of this survey, 70% of users stated that ICT is integral to their jobs. Dudley MBC also scored an impressive 5.67 out of 7 for customer satisfaction – the highest mark throughout the UK.

Following this, Dudley MBC strove to further improve its customer and employee experience levels. It therefore launched a corporate program called 'transforming our workplace', focusing on the individual needs of employees. In 2014, the council also rolled out IFS' web and mobile portal *assystNET* to provide self service, no matter where employees are based – helping the council to restructure in a strategic manner.

Iain Newman, Treasurer for Dudley MBC said: *"assyst is helping us to make business savings by providing self service to employees. There will no longer be the need for such a labor intensive process, which is crucial when government cuts are tightening our budget."*




The future

Dudley MBC is currently working to prioritize what will go into its Service Catalog, to align with the needs of the business.

Employees will also have access to the self-service portal, MyICT, from April 2014. Prior to the launch, the council will need to get employees working in the individual directorates involved to help gain buy-in throughout the wider business. By reducing call volumes, it is anticipated that the increased use of online forms will ease pressures felt by the Service Desk, with a target of over 50% of calls to be logged through assystNET.

Self service will also be a driver in achieving 24/7 support, further increasing employee and customer satisfaction levels. For example, self service will help to reduce follow up calls, as all users can view the status and progress of their requests online. In turn, this will free up time for the Service Desk to focus on preventing incidents from happening in the first place.



Ready to start your transformation journey with IFS *assyst*?

We're here to help you grow better

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About IFS *assyst*

Global brands trust IFS *assyst* to automate complex business processes easily without fuss.

We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Our modern service management technology lets you automate service delivery and support so your customers get what they need fast, and you can focus on building the future of your organization. IFS *assyst* is uniquely easy to buy, set up, use, and upgrade. Whether you're in IT, HR, Facilities, Finance, or any other team that provides services to customers and employees, IFS *assyst* puts service management technology within your reach.

Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters.

Everyday we *assyst*!

About IFS our Parent company

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry-specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Find out more

For further information, e-mail assystme@ifs.com, contact your local IFS office or visit our website, <https://www.ifs.com/solutions/enterprise-service-management/>