

assyst lends an ITSM hand to the Student Loans Company



Background

Over the last five years, SLC has been using assyst, but had taken the decision to open it up to a large pool of people to input data with a certain lack of enforced processes and administration rights. As a result the data held in the systems had become unreliable. Data duplication, inconsistent entry methods and the use of an old version of the software meant the system had become cumbersome, under-utilised and therefore inefficient.

The starting point was not the software upgrade, but the underlying data quality, which the team recognised as the biggest issue. The company felt it wasn't using the assyst solution to its full potential and needed to feed it with better data to provide a better service to staff.

The Challenge

Having undergone considerable growth as an organisation, SLC needed to improve the way it managed its IT environment with regards to visibility and the management of its resources. The company needed to rebuild its outdated database of IT assets, improve performance against its Service Level Agreements (SLAs) to users through better call resolution and service, increase user confidence in IT and establish processes to improve the management of IT within the organisation.

The Solution

SLC is using assyst to deliver the following IT Service Management benefits:

- Restructured and refreshed Configuration Management Database (CMDB) to provide a logical and accurate view of its IT assets.
- Upgrade to latest version of assyst, which expanded the system to include new functionality such as Lotus Notes Identifier.

About Student Loans Company

The Student Loans Company (SLC) is a public sector organisation providing government-funded loans and grants to students throughout the United Kingdom. It is responsible therefore, in partnership with local authorities in England and Wales, the Student Awards Agency for Scotland, the Education and Library Boards in Northern Ireland, colleges and universities throughout the UK, and HM Revenue & Customs, for the administration of financial services to students. Additionally, the SLC manages the collection of repayments from those no longer in higher education.



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- Improved reporting capabilities, which allows better tracking of SLAs, cross-charging services and customer services.
- Smart Mail functionality, which enhances efficiency and user experience through sophisticated, automated e-mail communication.

We now have an ITSM solution that fulfils all our needs.

Peter Noble
Business Shared Services Manager

Additional Functionality

Along with the improved CMDB, SLC also saw significant benefits in other areas of the upgraded solution. One of the most visible was in the area of reporting. During the interview process the team found out which reports were required and, with the help of an assyst consultant, wrote a series of customised reports and trained a Reports Administrator. Now, assyst provides reports based on calls, department and fix time rates among many others.

Another very useful feature of the new version of assyst is the Lotus Notes Identifier which provides hyperlinks to e-mails within assyst so that searching for and importing specific attachments and e-mails is much easier and quicker.

The introduction of Smart Mail, an assyst functionality that allows sending templated e-mails using values gathered in assyst, has also had a major impact in terms of improved efficiency and customer experience. SLC now sends automated e-mails to end users keeping them informed about the incident status and, after resolution, asking them to confirm that they are happy for the call to be closed. In addition, automated e-mail within the IT team alerts to potential SLA breaches by means of escalation, thus further improving visibility of overall call status.

The Future

The Student Loans Company now plans to further develop its system by introducing an automated customer satisfaction survey via Smart Mail and the introduction of an intelligent knowledgebase.

Furthermore, the team is interested in assystNET, a web-based self service companion product, as a way of allowing end-users to log and monitor their own calls and allow IT staff to focus on more strategic projects. The company is also looking at assystDiscovery to integrate into its Centennial asset tracking solution and assystMobile for remote access.

Summary

- Restructured and refreshed CMDB providing logical and accurate view of IT assets.
- Upgrade to latest version of assyst with expanded functionality.
- Improved reporting capabilities for SLA tracking, cross-charging and customer services.
- Sophisticated, automated e-mail communication via Smart Mail.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

