

Xentrall shift practically all electronic requests from email to self-service with assyst



The Challenge

Local authority services across the UK continue to be the focus of the public spending cutbacks. The Coalition Government has demanded significant cuts in public expenditure, and this had major implications for both Stockton and Darlington Councils, who are supported by the public partnership Xentrall Shared Services. To deliver challenging change programmes, achieve the required savings and maintain their excellent status, it was paramount that both Councils maximize the use of their resources. Information and Communication Technology (ICT) is a key resource and needed to be considered as an essential enabler for transforming service provision.

Each Council now has transformation programmes in place and radical changes are being implemented to both save money with better provision of services, and to make improvements to service delivery where possible.

As budgets are squeezed ever tighter, customers of internal ICT services are becoming more demanding requiring rapid and effective resolutions to ICT issues and instant, real time access to communication and information on ICT related matters. Therefore, at the same time that ICT budgets have been significantly reduced, the demand for IT services has been rising as people turn to ICT for solutions to cut costs and improve efficiency.

The Solution

Self-service technologies have become ubiquitous in the last decade, with ATM cash machines, self-checkout machines in supermarkets, ticket vending machines at railway stations and telephone banking services. All have had a dramatic impact on the way service industries interact with customers.

ICT log approximately 5,000 events pcm across all contact channel methods. The opportunity is to transfer from high cost service options towards self-service or web options. Based on cost analysis this could translate to major savings.

About Xentrall

Xentrall Shared Services was established in May 2008 and is a successful Public-Public Partnership between Darlington and Stockton Councils. The partnership was established in order to provide efficiencies at both Councils by sharing services which include ICT, Design and Print, Transactional Finance and Human Resources.

Capability and resilience improvements were also intended within this new service delivery model. Xentrall deliver services to over 5,000 business users and have 59 ICT staff.

Xentrall

Shared Services
Delivering Excellence for All

In an attempt to increase efficiency and reduce transaction costs, self-service enables customers to log incident details themselves, without the assistance of a service desk. The provision of a web-based self-service portal enables customers to access ICT services and information directly from any device connected to the network.

In our current work environment, with ever increasing workloads, the selfservice provides for a streamlined and efficient process.

Jackie Barnes
Technical Administration Manager
Stockton-On-Tees Borough Council

The Results

After a highly successful launch, Xentrall very quickly saw the benefits of the assyst selfservice portal. Practically all electronic requests shifted from email to self-service within a year. Now, the ICT team only accepts incidents and guidance by phone. Service requests, changes, updates and projects are all done by self-service. Key Benefits include:

- Users can request status updates and monitor progress themselves. Real-time updates are available on issues currently logged
- Increased end user productivity due to timely resolution and communications
- Identification of frequently used solutions and elimination of root cause, reducing repeat incident
- Knowledge Management: Customers can search a broad set of non-technical resolution procedures to solve issues without reliance on the ICT service desk, through access to FAQ's and guidance documentation
- Password integration: Customer's passwords are integrated with Active Directory logon, reducing the need to log on separately or reset another password, reducing the number of calls to the service desk and maximizing productivity
- Message Center: The site includes a real time message center to support the business customer services. Information pertaining to IT services can be targeted to relevant customer groups, for example the status of specific services, changes to the service delivered and outages due to planned maintenance

The net effect of improving the service functionality is evident in the effect on satisfaction. In order to assess any effect on customer satisfaction, good or bad, Xentrall launched an online questionnaire. The results of the survey show a significant improvement in customer satisfaction in those that responded post go-live of the ICT self-service portal.

Summary

- Reduced ICT budgets
- Higher demand for IT services
- The need to improve efficiencies
- assystNET self-service portal rolled out to all business users
- Portal icon placed on all desktops
- Links to self-service in all ICT communications to encourage uptake
- Reduced calls and emails to the service desk
- End users can request status updates and monitor progress themselves
- Increased end user productivity
- Significant improvement in customer satisfaction

Find out more

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

