

Case Study – IT Sector

“HelpLINE has enabled the HelpDesk at Microdec to provide improved productivity and an improved service to our customers.”

Client name	Microdec plc
Type of business	Microdec is a leading worldwide provider of sophisticated and innovative IT-based recruitment solutions to key players in human resourcing. Since 1983, they have built an excellent reputation for delivering a wide range of high quality recruitment software products (Profile) and associated services.
The business challenge they faced	The business had expanded and more demands were being placed on their Help Desk. Microdec’s original Help Desk system was legacy UNIX software and it didn’t meet their current needs and did not provide the software functions needed. A new system was required that was flexible enough to manage their complex world-wide requirements, and they also wanted to work closely with a responsive supplier to achieve this.
The HelpLINE solution	A project manager at Microdec worked closely with BadgerNT to design a helpdesk system incorporating asset management to record the software modules, versions and options sold to each customer. It is configured with appropriate notification and escalation according to time-zone and SLA. High-level training was provided by BadgerNT and then site-specific training for the Help Desk and support staff was provided in-house.
Primary HelpLINE functionality utilised	<ul style="list-style-type: none"> - Incident management - Asset/configuration management - Notification - Escalation - Customers in different time-zones
Key benefits	<p>HelpLINE is flexible enough to meet the complex needs of a software supplier with customers world-wide.</p> <p>HelpLINE warns engineers and managers when any call is nearing the limit of its SLA – from whichever time-zone the call originates – which means SLAs aren’t broken.</p> <p>HelpLINE has been configured to work for Microdec’s Help Desk and within improved processes that were enabled through the use of HelpLINE.</p>
Comments	<p>“We bought HelpLINE because of the software, but we were also looking for a partner who would instil in us the confidence to support and respond when our operations needed it. BadgerNT gave us that level of confidence at the beginning and the people there have proved that initial confidence to be well placed.</p> <p>HelpLINE has enabled the Help Desk at Microdec to provide improved productivity and an improved service to our customers.”</p>
Name/function	Andrew Eyre, Customer Support Manager