Case Study – Public Sector

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Client name	Public Sector Water and Sewerage
Type of business	This organisation one of the largest water and sewer utility organisations in the United States, provides water service to approximately four million people approx 43% of the state population. The department also provides wastewater service to approximately three million residents.
The business challenge they faced	The IT department must support an ever-growing number of employees as the use of technology increases in their offices, but the budget to achieve this is ever-shrinking. The help-desk must therefore look to operating in a much more efficient manner and resolve a higher percentage of incidents at first call. An older version of HelpLINE was previously being used and it was necessary to move forward, either with HelpLINE (with its web interface) or another product and it was important that the help-desk software supported an Oracle database.
The HelpLINE solution	ITIL principles were used to re-implement the HelpLINE system, learning from the department's experiences of the past. HelpLINE's web interface is very easy for the help-desk operators to use. No additional funding was available to assist with the upgrade, so the transition to the new web interface was managed internally by the help-desk personnel. The existing Oracle database was retained for the new system, on a remote UNIX server.
Primary HelpLINE functionality utilised	- Incident management - Notification - Reporting
Key benefits	The latest version of HelpLINE was easily implemented on our existing Oracle infrastructure, HelpLINE enabled us to implement key ITIL processes, to increase the productivity of our support team as well as improving the service we provide to our users. The reporting facility allows us to identify major issues before they seriously affect the business.
Comments	"I was very keen to incorporate ITIL processes in our help-desk operation. We stayed with HelpLINE and upgraded to the latest version because it opens up new functionality that will further improve the productivity of our support team. The upgrade went very smoothly, but when we did encounter concerns, BadgerNT were very responsive and helped us to resolve the issues quickly."
Name/function	Help-desk Manager