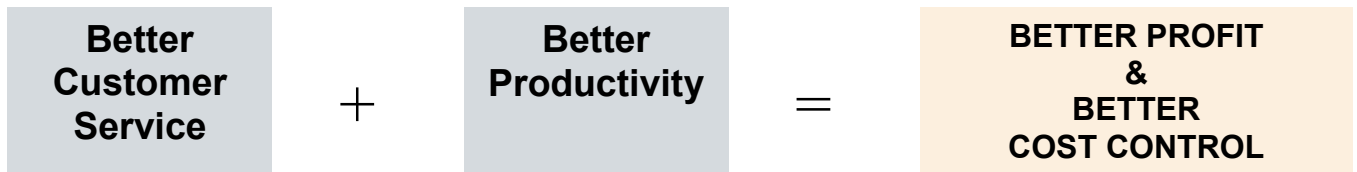


Building the business case for a HelpLINE Service Desk investment

This Fact sheet is designed to help you build the internal business case for an investment in HelpLINE. It outlines the potential areas where your business will gain performance benefits. Reviewing these areas will help you evaluate the financial improvements that the introduction of a professional Service Desk implementation can bring to your organisation.



HelpLINE is proven to deliver...	BETTER CUSTOMER SERVICE	BETTER PRODUCTIVITY	BETTER PROFIT AND COST CONTROL
HelpLINE functionality is designed.....	To deliver improved customer service to your customers	To release improved productivity and performance from your people	To deliver full organisational service desk support to manage service, cost & profit
HelpLINE improves business performance	HelpLINE helps to build your reputation with your customers <ol style="list-style-type: none"> 1. It helps organisations to establish and work to agreed SLA's 2. It creates efficient web communication with internal /external users for prompt response 3. It enables higher incident resolution at first call 4. Its self service facilities encourage users to better manage their responsibilities 5. Empowered service cultures are enabled through organisation-wide accesses 	HelpLINE automation enables routine tasks to be handled by the system <ol style="list-style-type: none"> 1. Minimises downtimes and enables better decision making 2. Enables optimal resource allocation and improved service management 3. Reporting enables maintenance to be tracked and managed 4. The automation functionality enables support team workloads to be directed to higher value adding activities 5. Provides for much more efficient use of service desk personnel 	HelpLINE functionality delivers improved competitive advantage <ol style="list-style-type: none"> 1. Improves asset accountability & supplier performance 2. Improved customer service retains customers 3. Improved performance keeps your business efficient 4. Improves service performance perceptions through objective measures 5. Improves competitiveness to win new business by being able to offer customers an SLA