

versaSRS HelpDesk | quality of service

Case Study / Interview – Adelaide City Council / Corporate Property

"versaSRS HelpDesk has greatly improved the entire business process for service requests from start to completion .. And we have only touched on the surface of what the software is really capable of."

Jannis Seccafien, Customer Service Officer Property, Corporate Property, Adelaide City Council

Case Study / Interview – Adelaide City Council – Corporate Property

Organization:

Corporate Property
Adelaide City Council

Where Solution Used:

Adelaide, South Australia,

URL:

www.adelaidecitycouncil.com

Industry:

Local Government

Key VersaDev Product Used:

versaSRS HelpDesk

Key Technologies Used:

MS .Net Framework 2.0
ASP .Net
MS SQL Server 2005
MS Exchange 2003
MS .Net Windows Services
Active Directory
Web Services

versaSRS HelpDesk

BACKGROUND

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

INTERVIEW

Jannis Seccafien, Customer Service Officer Property, Adelaide City Council

DATE

27/04/2010

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Please describe the Corporate Property unit within Adelaide City Council.

What were the issues faced by the business unit prior to implementation of versaSRS?

What products had you reviewed prior to using versaSRS HelpDesk?

Was versaSRS HelpDesk easy to implement?

How many technicians currently use versaSRS HelpDesk?

Did you know what versaSRS HelpDesk was capable of?

Was any formal training required?

How are you using versaSRS HelpDesk?

Corporate Property handles maintenance issues of Adelaide City Council's assets. There are over 300 assets that include buildings and parklands, as well as leasing of properties. We currently serve approximately 600 staff and there are hundreds of requests handled by versaSRS HelpDesk at any given moment.

Previously all requests came in via email or paperwork to an individual email address. This led to an email trail spread out over many areas and people. We needed to streamline all requests into one area.

There was no need to review any other products because we were aware of versaSRS HelpDesk as it is used by Adelaide City Council within the IT department

Implementation was very easy. Originally Corporate Property had their own queue within the IT Department instance of versaSRS HelpDesk. It made sense that Corporate Property should be given its own instance. This was a very simple process and occurred a few months ago.

We have six active users of versaSRS HelpDesk. I am the main user as I oversee the application over the entire day and delegate jobs; whereas the other users go in and review the jobs they have been allocated.

Yes, we were aware of the application via the IT Department.

No, there was no need for formal training as we could share knowledge among the key users of versaSRS

We have set up one queue for Corporate Property with one skill group.

A typical scenario would be when someone phones in or emails a request to us. For example, let's say I get an email request via versaSRS from an employee, and he has informed me that the men's toilet on level two at the Town Hall is blocked. From there I look at the ticket and see that Eagle Chambers is managed by Martin Hall, so I then allocate the ticket to him, making him the Owner of the ticket. I then determine the time frame of when I would like the request to be addressed by updating the due date. Once the job is in his name I can then select via the three Key fields for the ticket the property area he is responsible for, so in this case I select "Town Hall" which is Key 1, "Civic Area" as Key 2 and "Level Two" as the third key.

Martin then receives email confirmation that he has been allocated a ticket in versaSRS. He is also able to see all cases allocated to him as he has access to versaSRS. Furthermore, I can make him aware of the job as well via another email sent via versaSRS.

As all potential owners of tickets are pre-defined by the Corporate Property queue there is no need for any extra data input.

Once Martin becomes the owner of the job it is his responsibility to make sure the request is carried out. So, in the example, Martin would see that the request requires a plumber so he will organise a plumber out to do the work.

He can then update the ticket using pre-defined update templates that will automate the status of the request. For example he can select an update template called "Rang Plumber for Quote", that when applied to the case the template will update the case with text, as well as a possible status changes using the Priority Keys.

In some cases while I am delegating the request I can also choose to apply a case template to the ticket. This will then allow for a series of pre-defined tasks to be automatically set for the ticket. These then become Martin's tasks, for example Task 1:

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Ring Plumber, Task 2: Get Quote, etc.

Once the work has been carried out for a given request Martin will then update the ticket with relevant information, and then close the ticket. He also has the option to apply another case update template again that will automatically close the ticket, and automatically put in text that describes the resolution of the request, i.e.; "Work completed satisfactorily, closing this job." Then we can track and report accurately on that information for our own internal auditing purposes.

When we receive the invoice for the work in the example we are talking about, that invoice will have the ticket number on it. I then go into that ticket, check that the work has been completed satisfactorily and if it has I can pass the invoice on to accounts for payment. I will also update the case as having been approved for payment within the Billing section. That way we are always up-to-date with the status of all requests.

I can also then have a report sent to me automatically once a day that shows all tickets that have had no actions on them, or in other words, requests that have had no updates by their owner. An email report also goes out to request owners every morning that informs them of requests they own but have not actioned, as well as display requests that may be overdue.

VersaSRS HelpDesk is not a difficult program to use and put some notes against. In the example, the employee can now be informed that his request has been completed.

We are considering using the Asset Management module within versaSRS HelpDesk to better record incidents and cases against properties and facilities.

What is the biggest impact versaSRS has made on your business?

Now it is easy to find a request that someone has logged. There is a clear audit trail. If they have contacted us via our corporate property email address, which goes straight into versaSRS, then we can track that job from start to completion. We can therefore view previous jobs that may relate to the solution of a current job. We create a knowledge base out of solved requests. It's tidied everything up. Previously people were receiving requests at their personal email accounts. Obviously we have no access to these requests, and the knowledge remained hidden behind that email trail.

versaSRS HelpDesk has greatly improved the entire business process for service requests from start to completion .. and we have only touched on the surface of what the software is capable of.

What one thing would you change about versaSRS HelpDesk if you could?

Nothing. Personally I find it very efficient. It is very user-friendly for me. I like working with it. The only thing I would like to change is getting the people I work with to use it more – because it's not hard.

I'm really loving SRS – and there is so much to discover.

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About VersaDev

VersaDev is an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications for small to large-sized businesses worldwide.

Our flagship product, versaSRS HelpDesk is HelpDesk/Service Desk software that is built on cutting-edge Microsoft .NET, XML, and Web services technologies.

versaSRS HelpDesk enables organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

In addition, versaSRS HelpDesk enables businesses to leverage off their existing investments in technologies such as Microsoft's Windows, Internet Information Server and SQL.

VersaDev also provide custom software development for global enterprise clients with specific business needs in the areas of business process improvement, workflow and automation processes.

VersaDev's customers range from small to large companies in manufacturing, computing services, agriculture, retail, health, government agencies, universities and professional firms of all kinds.

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