

versaSRS HelpDesk | quality of service

Case Study – BHP Billiton

Organisation:

BHP Billiton

Offices Where Solution Used:

Adelaide, South Australia, Australia; Melbourne, Victoria, Australia ; Houston, Texas, United States of America

URL:

<http://www.bhpbilliton.com>

Industry:

Resources

About the Organisation:

BHP Billiton is the world’s largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

Key VersaDev Products Used:

versaSRS HelpDesk

Key Technologies Used:

MS .Net Framework 1.1
 ASP .Net
 MS SQL Server 2000
 MS Exchange 2000
 MS .Net Windows Services
 Active Directory
 Web Services

versaSRS HelpDesk

BACKGROUND

BHP Billiton was previously using a Vantive Help Desk with an Oracle backend database.

CHALLENGES

Integration with Active Directory, GSAP and the importing of legacy data.

IMPLEMENTATION HIGHLIGHTS

Due to our solution being built on Microsoft Enterprise platforms, our solution was highly scalable, reliable and robust. The solution also included a custom disaster recovery mechanism. Due to the solution being browser-based there was an immediate ROI as no desktop rollout was required.

SOLUTION

Based on the Microsoft .NET Framework and delivered through the web browser, versaSRS HelpDesk provides BHP Billiton with a flexible and scalable solution for managing help desk and service request processes and providing cost effective solutions to end users and customers. As a result versaSRS HelpDesk has been adopted by BHP Billiton as the product of choice for managing their help desk, as well as being used extensively by other departments, such as HR & Payroll, to effectively manage required actions and requests internally throughout the organisation.

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Key VersaDev Products Used:

Action Management Module

Key Technologies Used:

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Action Management Module

BACKGROUND

VersaDev was commissioned by BHP Billiton to develop a custom module for versaSRS HelpDesk which enables employees to assign a 'Required Action' to manage risks and assessments. These actions were previously handled in spreadsheet and hard copy format where extensive man hours were required to distribute action requests via email, collect and collate information, and update the records.

SOLUTION

All responses to actions are now handled by a custom designed email form which, when returned to the versaSRS HelpDesk, are automatically appended into the original record. Appropriate workflow processes are managed and full audit logs are recorded. As a result of VersaDev’s implementation of the Action Management Module, all processes have been streamlined and automated, with the added benefit of freeing up personnel time.

About VersaDev

We are an established 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.

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.

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