

## London Borough of Hillingdon

### Expanding on Service Desk Success

#### Business Needs

- Expand on the success of the service desk to deliver integrated ICT to 3,000 council staff and support the organisation's business processes for HR and finance
- Initiate a schools programme that manages IT services to more than 50 educational establishments and an additional 10,000 users within the local student and teaching community

#### Solution

- LANDesk® Service Desk
- LANDesk® Change Manager
- LANDesk® Configuration Manager
- LANDesk® Self Service
- LANDesk® Active Knowledge

#### Business Benefits

- The number of incidents addressed and resolved by first-line support has increased from 30% to 58%
- Time to provision new users has been reduced from 14 to five days
- Success rates for change and release management processes regularly reach 98% and 95%, respectively
- Decreased reliance on outside consultants has generated initial savings of £50,000

The London Borough of Hillingdon is the second largest London borough and home to 250,000 people from a vast variety of cultures and nationalities. From airport expansion to environmental protection, education, libraries, business development, law enforcement, and more, Hillingdon Council plays a vital role in serving the local community. Likewise, service desk solutions from LANDesk play a pivotal part in helping to keep the council's computers and users operating at peak performance and efficiency.

#### Single Point of Contact; Significant Cost Savings

London Borough of Hillingdon originally turned to LANDesk to provide a single point of contact for all service desk, change management, procurement, and configuration management services to support the council's 3,000 IT users. Since going live with LANDesk® service desk solutions on 1st January, 2008, Roger Bearpark, Assistant Head of ICT, and his team of 78 people strong have noticed dramatic improvements, both in terms of enhanced and seamless service delivery to users and tangible business advantages that have benefitted the organisation as a whole.

Traditionally, 70% of requests would be logged at the service desk and then passed on to second or third line support which typically meant it would be half a day before they were acted upon. Now, first line support can resolve up to 58% of calls themselves and instantaneously.

With customer issues being addressed more quickly, Bearpark has been able to optimise the expertise of his more skilled ICT (Information and Communication Technologies) service desk members, freeing them up to undertake more strategic roles such as migrating major new systems. Previously, this would have necessitated the extra expense of having to bring in an extra two or three people from outside the organisation; nowadays, it can all be done in-house.

Analysts also have time to attend conferences for their own professional and personal development, further adding to the bank of knowledge and authority they can bring to their roles and ultimately to the organisation as Bearpark is clear to demonstrate:

“Having the capacity to develop our in-house skills has had a huge impact on our cost base. We have been able to reduce dramatically our reliance on outside consultants, initially saving us about £50,000 in the first 12 months. Since that time, we have created our own internal role dedicated solely to the management of the LANDesk® Service Desk solution.”

Another significant achievement has been the streamlining and consolidation of business processes which has made Bearpark's team more efficient in reducing from 14 to five days the time needed to give new users everything they need. The LANDesk® solution has also had a positive impact on the council's change and release management processes, with the success rate for each rising to more than 98% and 95%, respectively.

## Empowering Users through Self-Service

Empowering users to solve many of their own problems is another advantage that LANDesk has provided London Borough of Hillingdon. The LANDesk® Self Service and LANDesk® Active Knowledge solutions have given users a high degree of self-support and flexibility in and outside of working hours. Due to increased usage of self-service, Bearpark's ICT team has witnessed a 5% decrease in the number of calls coming through the central service desk. Similarly, the use of LANDesk® Configuration Manager has created a unique self-service facility for the council's external auditors, enabling them to submit their own queries and get back the reports they need.

## Supporting New Business and Community Initiatives

Originally used by the corporate ICT team, the LANDesk Service Desk solution has recently been extended to support other parts of the London Borough of Hillingdon organisation, for example, the HR and finance departments and their associated business applications.

Probably the biggest source of pride for Bearpark and his team has been the expansion of the LANDesk Service Desk system to support the authority's brand-new schools programme, serving 50 to 70 schools and 10,000 additional users from the local student community, as well as teachers and support staff. "For me, this is big news! Being actively involved in our schools programme represents the evolution of our service desk from a purely internal function to something that serves the wider community and brings benefit to nearly 13,000 people in total," he says.

The programme highlights the growing strategic contribution of ICT to the organisation. The council is continually looking at ways to save money in line with government targets, and Bearpark's team now has a valuable part to play in reviewing how the council does business:

"Our schools initiative originally started following a review in June 2009 of how the council could increase efficiencies across the authority. It soon became clear that, from an operational and financial perspective, it made sense to use the one LANDesk Service Desk system to manage and support the IT infrastructure across senior and primary schools in the borough."

The creation of internal headcount dedicated specifically to the LANDesk solution has also proved invaluable to the project where the whole implementation—from design to go-live—was just seven weeks. The expanded Hillingdon service desk provides a range of systems as well as webmail, Internet access, and associated hardware and printing services to students and teachers in the borough.

"The LANDesk service desk solutions have transformed how the service desk supports Hillingdon," concludes Roger Bearpark. "Customer perceptions of the service we now provide have improved dramatically. Optimising our resources has led to huge cost savings, and creating a more efficient, cohesive service desk has given us greater freedom to support new business initiatives and the unique opportunity to serve our community at large."

*"The LANDesk® service desk solutions have enabled us to integrate all of our services so we can offer our customers a single point of contact from the service desk. Instead of offering fragmented services, LANDesk has allowed us to join together once disjointed silos and functions into seamlessly integrated services for contract management, change management, procurement and more.*

**– Roger Bearpark**

Assistant Head of ICT, London  
Borough of Hillingdon

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