

# Diagonal Consulting

## Achieving Operational Excellence and Delivering an Enhanced Customer Experience

### Profile

IT systems integrator and consultancy

### Company

Diagonal Consulting

### Location

United Kingdom

### Industry

IT consulting

### Solutions

- LANDesk® Service Desk Suite
  - LANDesk Service Desk
  - LANDesk® Self Service
  - LANDesk® Configuration Manager

### Key Benefits

- Global Service Desk with round-the-clock support to SAP consultants and customers in the UK and USA
- Robust framework for all time management, billing and client management processes
- Can measure the performance of the Global Service Desk against multiple client SLAs
- Integration of service desks with those of customers facilitates real-time communication and unified customer response
- Innovative Configuration Management Database minimises the impact of change on Diagonal's clients

*"LANDesk's workflow-based architecture is one of its biggest advantages. Process has been fundamental to the success of the implementation."*

**—Graham Carter**  
Support Operations Manager,  
Diagonal Consulting

### Overview

Diagonal Consulting is an international systems integrator providing innovative IT solutions. The company's consultants use their deep industry and technical knowledge to deliver tangible business benefits to organisations in various vertical markets.

Diagonal is a Premier SAP Partner with over 25 years of SAP experience in all disciplines, including over 15 years in Construction and Facilities Management.

### Challenge

Diagonal is a consulting business responsible for diverse, often complex projects that need to be broken down, costed out and charged back to the client. The ability to log and track consultants' time accurately is essential to helping Diagonal generate revenues quickly and efficiently.

Equally important is the management of client Service Level Agreements (SLAs) which are structured to match the individual business requirements of Diagonal's diverse client base. It is crucial for Diagonal to have an effective mechanism for capturing and then measuring multiple SLAs to ensure the highest level of customer satisfaction.

A LANDesk customer for many years, Diagonal has taken a radical approach to applying LANDesk® IT service management technology, tailoring it to support the company's operational processes and client management activities. Diagonal's unique application of LANDesk® software showcases the innate flexibility of the LANDesk® Service Desk suite.

### Solution

Diagonal selected LANDesk Service Desk to develop a Global Service Desk that supports the company's on shore and offshore SAP consultants and its customers in the UK and USA. Diagonal outsourced the management of its service desk to MindTree in Bangalore, India, one of the best mid-sized software services companies in the country. MindTree offers Diagonal a team of service desk and SAP consultants all dedicated to running Diagonal's Global Service Desk 24/7/365.

Using LANDesk Service Desk, Diagonal has created a technology framework that serves two major purposes. First, Diagonal's SAP consultants access the LANDesk solution to report their time utilisation which is systematically pulled into the company's SMART SAP-based time management system to generate customer bills automatically. Diagonal's SAP consultants also input notes about client activity directly into the LANDesk system and can access the LANDesk knowledgebase facility to view the history of a client account and quickly establish if there is a tried and tested method to resolve current issues. Diagonal's clients are able to feed their own comments and updates back to the service desk using LANDesk Self Service.

Second, Diagonal has benefitted from the LANDesk service level management functionality to monitor its intricate client service level matrix successfully.

Diagonal regularly tracks the progress of its SAP business by using Crystal Reports within LANDesk Service Desk to generate a series of reports. At a glance, managers can oversee MindTree's service desk activity covering incident types, the number of calls received and the percentage that are logged within Diagonal's 30-minute SLA target. Managers can then review incidents that occur outside the SLA and address them proactively. Similarly, Diagonal captures information relating to client SLAs, such as severity of calls and breaches, which it feeds back to customers.

Chris Turner, Senior Business Information Manager at Diagonal, sums it up: “LANDesk Service Desk centralises the way our SAP consultants work. They have a common platform to manage their time and keep up-to-date with their clients. We now have a real business tool that tracks the performance of the service desk and our own performance against tangible client deliverables.”

### Results

LANDesk has delivered considerable benefits to Diagonal in terms of flexibility and configurability. The expansion of the system to encompass time management, billing and client management activities, combined with automatic reminders and notifications to consultants when client SLAs are about to be breached, gives Diagonal greater control over its business and improves the overall client experience.

Diagonal’s drive to explore new ways of using LANDesk technology has reaped dividends. For example, through their partnership, Diagonal has enabled one of its customers, a global music company, to deliver music in any form, anywhere, anytime through the implementation of a global SAP ERP solution, hosted and managed by Diagonal. Should an issue arise, it is currently logged into the customer’s service desk. Diagonal has strengthened the partnership by creating a message-based interface between LANDesk Service Desk and the customer’s own BMC Remedy solution. This means the two organisations can communicate effectively, updating each other on customer calls in real-time.

Diagonal has populated its Configuration Management Database (CMDB) with SAP components rather than traditional IT asset-related information. As a result, Diagonal can reconcile specific SAP components with specific clients and actively control the impact of changes on individual customers.

A real differentiator for Diagonal is the process-driven nature of the LANDesk system, a view shared by Graham Carter, Support Operations Manager at Diagonal: “LANDesk’s workflow-based architecture is one of its biggest advantages. Process has been fundamental to the success of the implementation.”

Diagonal is in the midst of creating a slicker, more modern customer service environment by upgrading to the next version of LANDesk Service Desk and taking advantage of advanced functionality such as LANDesk Web Desk Analyst.

The joint efforts of Diagonal and LANDesk to migrate the current architecture onto the latest version of LANDesk Service Desk, whilst running business as usual, underlines the collaborative relationship between the two companies.

“We continually strive to enhance our LANDesk environment. Special events like LANDesk Days provide the ideal forum to exchange ideas with other users and suggest product improvements that make a real difference to our business,” Chris Turner concludes.

*“LANDesk Service Desk centralises the way our SAP consultants work. They have a common platform to manage their time and keep up-to-date with their clients. We now have a real business tool that tracks the performance of the service desk and our own performance against tangible client deliverables. This proactive approach enhances customer satisfaction.”*

**—Chris Turner**  
Senior Business  
Information Manager,  
Diagonal Consulting

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