



WAFI Group Ensures Unprecedented Security, Performance and Reliability for Its Corporate Network

WAFI Group (the trading name of MKM Commercial Holdings LLC) operates 38 businesses across the United Arab Emirates, Qatar and Bahrain. Founded in 1973, the Group is active in four sectors—hospitality, property, transport and manufacturing. Enjoying an extremely high profile in the region, WAFI Group is expanding rapidly and developing into a true global player.

With a diverse and expanding set of business units to support, the internal IT support division at WAFI Group identified the need to improve its efficiency and performance. The existing in-house tool for logging and tracking support issues could no longer meet the demands placed on it, and the result was low client satisfaction and very limited visibility into support activity.

Aiming to accelerate the resolution of IT issues, improve the allocation of support staff according to their skills, and boost transparency, WAFI Group worked with Intertec Systems LLC to deploy LANDesk® Service Desk and LANDesk® Management Suite from Avocent. The LANDesk solution helps enforce best-practice approaches to IT support, both simplifying the work for the IT staff and improving the speed and quality of service. By providing automated status reporting and alerts to IT management, the solution also provides full, real-time visibility both of the network and of staff activity. WAFI Group reports that it now has full control over the network and all client devices, improving security and availability by eliminating unauthorized software, data and devices.

Challenge

The internal IT division at WAFI Group wanted to increase the value it offered to internal clients by improving the speed and quality of IT support. The existing tool for managing the IT helpdesk had been developed in-house, and was no longer capable of dealing with the complexity and volume of calls. Equally, the lack of standardized working practices meant that the tool was used in different ways by different members of staff—making it difficult for management to review performance and to ensure that all work was correctly allocated to the appropriate internal cost center.

The IT support staff tended to organize themselves by business unit rather than by technical skills, and were failing to share information on their particular unit with other team members. There was almost no documentation on systems or processes, and the siloed nature of the support organization meant that the absence of a staff member could leave the team unable to provide effective support. Moreover, each time a team member left the company, they would take all of their specialist knowledge with them—representing a significant loss of intellectual capital and a risk to the business.

Challenge

- In-house IT support tool lacked functionality and capacity
- Lack of traceability made it difficult to ensure swift problem resolution
- Inability to match staff skills to types of support issues contributed to inefficiency and client dissatisfaction
- Network security was being compromised by unauthorized software, data and devices

Solution

- WAFI Group worked with Intertec Systems LLC to implement LANDesk® Service Desk and LANDesk® Management Suite, and introduced a new organizational structure and training program for helpdesk staff

Results

- Dramatic improvements in issue tracking and client satisfaction
- Increased number of calls handled per month from low 200s to more than 1,000
- Reduced uncharged support hours almost to zero, ensuring rapid return on investment

The lack of a structured, team-based approach to support made it difficult for IT management to plan resources and to offer a proactive service to the business.

Solution

WAFI Group recognized that fixing its IT support issues would require significant organizational change as well as new software, and carefully selected a local solution provider—Intertec Systems LLC—to become its long-term partner. The joint team chose to deploy LANDesk Service Desk and LANDesk Management Suite from Avocent.

“It was clear that the LANDesk® solutions embodied world-class functionality and best-practice approaches to IT support and network management,” says Daniel Wilton, IT Support Services Manager, WAFI Group. “Intertec’s assistance was invaluable, helping us to configure the LANDesk solutions and to design the new organizational structure and working practices.”

WAFI Group defined clear roles for each team member across helpdesk, desktop, application, and network support, and now uses LANDesk Service Desk to assign tasks and track them through to successful resolution. The LANDesk solution provides full visibility of activity to engineers, managers, and clients, and an auditable history of actions on each support issue. The software automatically records project time to enable accurate charge-back and reporting to clients, and enables managers to plan resource allocation and to ensure priority-driven issue resolution.

“LANDesk Service Desk gives us full visibility and control over our new role-based support team, and it ensures that staff take ownership of issues,” says Wilton. “As a result, support is faster and more effective, clients are happier, and our engineers have much higher job satisfaction.”

Results

The deployment of LANDesk Service Desk immediately increased issue tracking by 200 percent, and the number of support calls handled rose steadily from around 200 to more than 1,000 per month. The average increase in labor charges collected each month was 22 percent, enabling the internal IT department to perform more accurate charge-back to each business unit. WAFI Group expects to recoup its investment in LANDesk Service Desk within just 13 months.

“By changing our working culture and using the world-class LANDesk software, we have dramatically improved the quality of service to the business and moved from reactive to proactive support,” says Wilton. “On the management side, we can deploy our resources more effectively, and automated escalation enables us to ensure that all support tasks are completed within the allocated time.”

LANDesk Management Suite has given WAFI Group complete visibility of hardware and software resources across its distributed network, with the ability to install software updates and security patches from a central point of control. The Group has blocked the installation of around 700 unauthorized applications, locking down desktops for greater security and productivity. The removal of unauthorized video and music files from desktops has freed up significant storage space and eliminated concerns around copyright infringement.

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— Daniel Wilton

IT Support Services Manager
WAFI Group



About Avocent Corporation

Avocent delivers IT operations and infrastructure management solutions for enterprises worldwide, helping customers to reduce costs and simplify complex IT environments via integrated, centralized in-band and out-of-band hardware and software. Through LANDesk, Avocent also is a leading provider of systems, security, and IT service management solutions. Additional information is available at: www.avocent.com and www.landesk.com.

About Intertec Systems LLC

Since 1991, Intertec Systems LLC has empowered organizations by supporting their IT and business functions. With more than 180 employees across five locations in the Middle East, India, Pakistan, and the UK, Intertec has technology alliances with more than 25 industry-leading vendors, and is certified to ISO 9001:2000. For more information, please visit: www.intertecsys.com