G-Cloud 12

Service Definition

Fluids365

Application modernisation and PaaS Architecture Solution

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1. Introduction

Company Overview

Cased Dimensions provide Managed Services, IT Consulting and Software Development Services.
We work closely with Microsoft and we're a Microsoft Alliance Partner, giving us access to Microsoft's Technologies and products before they reach the market. We have produced our own software products which integrate with Microsoft's products.
We're also experts in automation. Some of our clients have achieved in excess of 80% automation for their HR, Finance and IT Service requests, resulting in greatly increased productivity and lower costs.
Fluids365 is our flagship product which enables Application Modernization including API Integration to other existing applications.

Value Proposition

As organisations move to the Cloud or upgrade old infrastructure, they also need to upgrade operating systems and application versions to newer releases. However, many older applications have been in-house written or software vendors do not have an upgrade path.
Fluids365 is the answer. It rapidly enables You to replace your old application or enable business self-service with an Application Modernization Platform. Our software will help with staff efficiency and increase productivity, as it enables self service and a community eco-system allowing users to share workflows and collaborate effectively.

What the Service Provides

The system is a Business Process Management tool designed to promote automation and complete all tasks in a timely manner. Service benefits include:

- Modernise old applications rapidly – 9 fold speed for migrating off old applications
- Ensure the future of your business.
- Enable efficiencies by straight through processing – API integration with legacy and Cloud applications
- Empower self-service rapidly within your business – remove Business Analysts off phones and allow end users to log their issues

Return on Investment is rapid where service improvement is positive.

Overview of the G-Cloud Service

The list below shows the features available within Fluids365:

- Application Modernisation, allows for multiple Business Process services/applications through our workflow designer
- Self Service Portal
- Application Integration allows third party services/applications to be combined.
- Legacy Modernisation enables replacement of historic systems.
- Microservice Platform as a service
- Application Migration allows for fully customisable workflows.
- Business Process Management Tools

- Community Eco-System allows workflows to be shared among users promoting greater collaboration.
- Continuous Upgrades to the latest feature

Two primary business reasons exist to utilise Fluids365:

1. Application Modernisation	2. Business Self-Service

1. Application Modernisation

Applications have been written in two ways. In-house or via a Software Vendor.
In a lot of cases, old applications are not support due to the in-house team moving on or due to the Software Vendor not supporting the application any longer.

Fluids365 is a Platform which allows you to model new applications and execute the model where our Platforms (Fluids365) creates the new application with no need for developers. IE: zero coding for modernising old application.

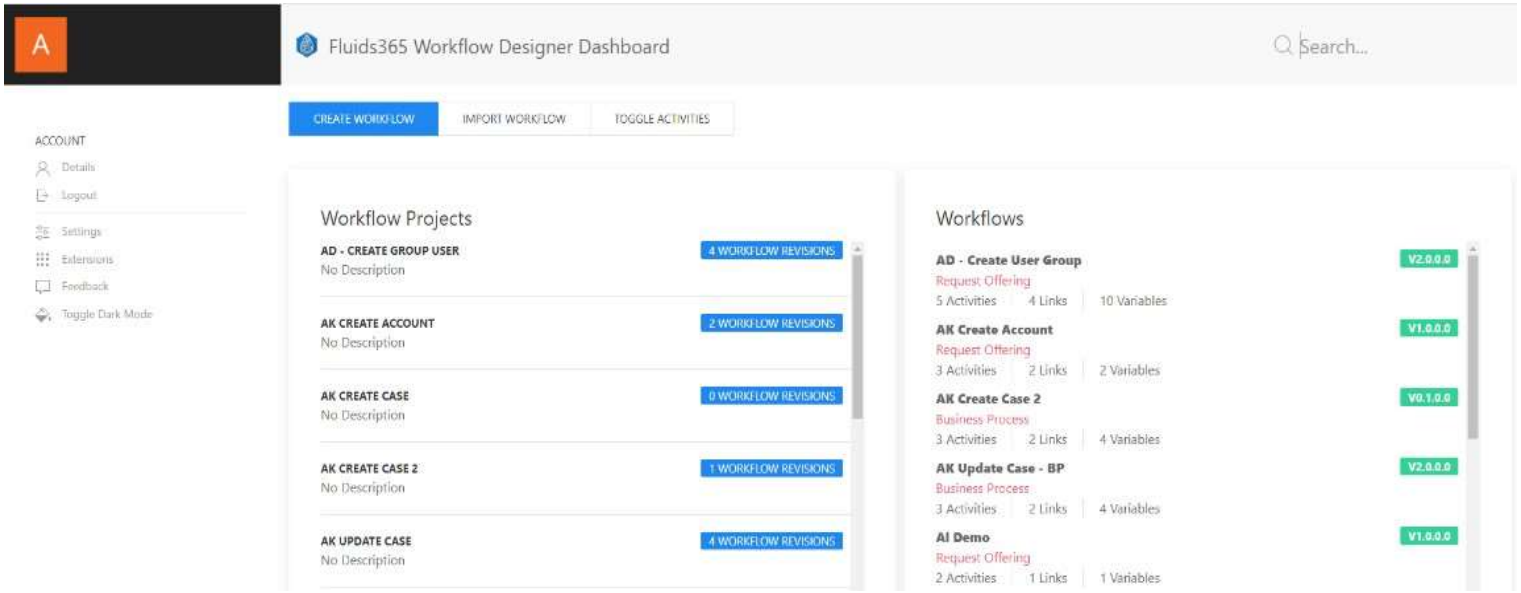

Figure 1 – Screenshot of the home page

Once created, the new application can be API linked to existing or new applications. Fluids365 includes a “library” store where API’s can be stored to process data to and from other applications.

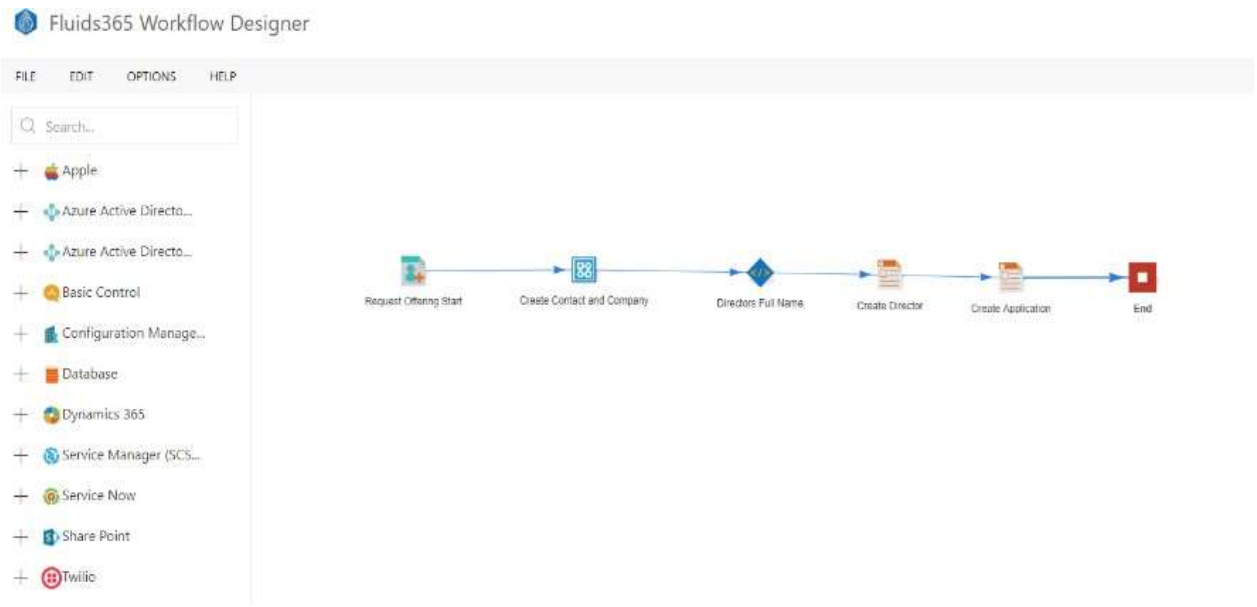

Figure 2 – Example of a Workflow

2. Business Self-Service

Many companies allow employees to raise help requests via email. To do so means support staff do not receive "right first-time information" which results in chasing staff for further information and a poor perception on service times.

Some companies allow employees to call a helpdesk where requests are typed in for employee calling. This is inefficient as 2 people are working on a task which could be supported by 1 person.

Employee Self-Service (ESS) allows you to ask the correct questions to staff via a portal.
The questions can be tailored specific to the Line of Business request. Support staff
receive "Right First Time Information". Once a support case is raised, a specific process manages the employee request to business agreed KPI's / SLA's. Employees have a good perception of support.

Figure 3 – Fluids365 Self Service Portal.

Cased Dimensions has implemented this type of service for many 20,000+ employee organizations. When Cased Dimensions helps you achieve efficient ESS, we take a Service Catalogue by which you can achieve rapid maturity.

Fluids365 rapidly allows You to write a Service Catalogue for Self-Service and link to an existing Service

Desk / Workflow system. Return on investment is high as user adoption is high.

Business Areas where Self-Service benefits includes:

- Finance
- HR
- IT
- Operations
- Complaints Management
- Citizen Feedback
- Citizen Requests

Associated Services

Fluids 365 is fully configurable and provides the ability to enable Application Modernization including API Integration to other existing applications. It works independently or in conjunction with Microsoft Dynamics. Storage is by way of Microsoft Azure and is provided with the maintenance and patching in accordance with Microsoft recommendations. The solution can be self serviced or associated professional services for support and development provided.

2. Data Protection

Information Assurance

Cased Dimensions holds the following certifications for services provided:

- ISO 27001 & ISO 9001
- Cyber Essentials certified
- ITIL Compliant
- Microsoft Alliance Partner
- Microsoft Cloud Service Provider
- Microsoft Smart Teaming Partner
- Cloud Platform Gold Certified
- Citrix Certified Partner
- Microsoft Global In Depth Partner of the Year Award 2013
- Only partner outside North America chosen
- IL3 Security Audits once per annum
- Majority of Staff SC Cleared – small team DV Cleared

Cased Dimensions software is deployed within Client environment. Cased Dimensions nor any other organisation has access to software once deployed unless Client grants access.
Client data policies would apply to data within Application.

Data Back-Up and Data Restoration

Cased Dimensions software is deployed within Client environment. Cased Dimensions nor any other organisation has access to software once deployed unless Client grants access.
Client backup, retention and DR policies would apply to data within Application. Users can control and define their own backup and retention policies; these requirements can be advised during setup.

Business continuity statement/plan

The system is based upon the Microsoft platform, within which there BCDR planning,

The solution is a service hosted in a customer's Azure subscription (Cased can provision an Azure subscription if none exists). In addition to utilising the stable, consistent Microsoft platform. The hosting in azure offers lots of additional services lot of services to handle redundancy, e.g. the databases can be geo-replicated. Multiple CDNs can be used to deliver static content. The Websites can be set to replicate if an error is detected. Applications can be configured to run in multiple Azure regions for high availability. The exact customer requirements would form part of our deployment plan. A more detailed plan can be provided to the buyer on request.

Privacy by Design

Fluids365 is designed with "Privacy by design" in mind. Fluids365 allows the processing of data aligned to client process requirements. Fluids365 will ensure data is shared to the relative systems using connectors from within which GDPR is managed.

3. Using the service

Ordering and Invoicing

Clients are to contact Cased Dimensions at info@caseddimensions.com

Cased Dimensions will ask you to sign a Master Service Agreement (MSA) and a Statement of Work (SOW). Following, the delivery of service is rapid. Fluids365 resides in Platform as a Service (PaaS) which ensures a quick and easy deployment method.
The Cased Dimensions team will hand hold you through Service Setup. Once in place, your business is free to use Fluids365 securely within your own Subscription.

Pricing Overview

Access to the product is chargeable monthly and is a fixed cost which includes access to support and comes with unlimited usage. A minimum contract term of 12 months is required.
Set up and configuration are charged at a flat rate of £900 per day. The number of days required for specific requirements will be agreed and fixed prior to the start of any engagement, please refer to our SFIA rate card for full details of costs.

Availability of Trial Service

Trials may be provided based on client engagement and potential opportunity size. Clients can have free access to the software for two months, however 3 days consultancy prices as per our rate card is needed in order to maximise the use of the trial. Client engagement is necessary to ensure a full client experience in evaluation of the benefits and workflows available.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Once the Service Agreement has been returned, we evaluate the client requirements through various meetings. Once this is captured, we spin up the instance on the client's Azure environment and then demonstrate the capabilities of the software. Training is given at a flat rate of £900 per day and we will ensure full training is given before the go-live date.
Because the instance is on the client environment, they have full access to shut it down whenever they need to. Once the instance is deleted, our software is deleted as well. For any migration from Fluid365 the client will need to manually extract their data.

Training

Clients require different levels of training.

Training Type 1: Configuration Training

Configuration Training includes training to utilise Fluids365 to deploy new application and author API integration from the existing API library.

Training lasts 3 to 5 days based on size of team and team experience. Documentation is also shared to ensure persons trained have reference material following training.

Training Type 2: API Creation Training

Clients with a large number of custom applications may request training to create API's to work with bespoke, legacy or Cloud applications where an API doesn't exist.

The Fluids365 framework is open and documentation exists to guide developers on how to create APIs to use within Fluids365 library.

Training required depends on client staff experience. We have a flat price of £900 per day priced as per our rate card and we would prefer this onsite, face to face with the client/staff.

Implementation Plan

A detailed and specific implementation plan can be provided to the buyer on request.

Service Management

Cased Dimensions supports Fluids365 from an ITIL aligned IT Service Management Service Desk.
Service Management occurs Mon – Fri 7am until 7pm and Out of Hours Support is provided for P1 issues on a 24x7x365 basis.
Cased Dimensions Service framework is compliant to ITIL standards.
Release of upgrades or fixes to each client environment is managed in agreement with each Client.

Service Constraints

The use of Fluids365 operated on mobile devices but currently relies on a mobile data signal to reach the internet for full functionality. The service is configurable to capture and sync.
Support and maintenance is offered under standard Monday to Friday 7am to 7pm times, priority calls can be agreed on request.

Service Levels

Service Levels will be documented in the Order Form as agreed between both parties. The table below gives an outline of the service levels we offer.

Priority Level	1 – Critical	2 - Urgent	3 – Routine
Priority Level Definition	A problem which critically impacts the End User's ability to do business. A significant number of users of the system and/or network are currently unable to perform their tasks as necessary. System and/or network is down or severely degraded.	A problem which impacts the End User's ability to do business, the severity of which is significant and may be repetitive in nature. A function of the system, network or product is impacted.	A minor problem which negligibly impacts the End User's ability to do business. Also includes questions and/or general consultation.
Initial Response to the Customer	1 hour	1 day	3 days
Status Updates to the Customer	Every 2 hours unless otherwise agreed.	Daily	Weekly
Targeted Resolution	1 day	5 days	10 days

Outage and Maintenance Management

Outages and maintenance is carried out in accordance with our development lifecycle approach, please see below.

Financial Recompense Model for not Meeting Service Levels

Service Levels will be documented in the Order Form as agreed between both parties.

4. Provision of the service

Customer Responsibilities

- Customer is to work with Cased Dimensions in a timely and orderly manner.
- Access to environment must be provided via VPN access when required.

Technical Requirements and Client-Side Requirements

The Technical requirements are documented in the Order Form as agreed between both parties. The main requirement will be for the client to have an Azure Subscription. We will require admin access to this and will then deploy all Fluids365 services onto the Azure platform.

Outcomes/Deliverables

Clients will get a version of Fluids365, as detailed in order form, deployed within their Network for Client use.

Development life cycle of the solution

Our development team aligns to the Agile Scrum methodology. Using this framework allows us the flexibility to adjust to customer requirements gathered by our expert consultants. The team structure follows the roles outlined by the framework: The Product Owner, Scrum Master and the Development Team work together to meet the needs of our customers. The high-level expertise and varied skill set of each member of the team ensures that we are able to comfortably operate in an agile environment. The developers work in two-week sprints and follow all the scrum ceremonies, which are led by the Scrum Master: a daily scrum to align what each team member is working on; backlog grooming (when required) to ensure customer requirements are correctly prioritised; team demo to the Product Owner to demonstrate that the work meets the acceptance criteria and retrospective to reflect on what went well and what should be done differently going forward.

Testing

Quality assurance is an integral part of the team's day-to-day activities, with testing activities fully integrated into the development process. This ensures that the code released is of the highest standard possible within the given timeframe.

The development environment will be tested to confirm that current solutions or customisations are working as intended and identify any faults. Any third-party solutions installed, e.g.: - ClickDimensions, will be tested and feedback provided to the suppliers and work with suppliers to formalise a solution. Any Microsoft specific errors or bugs identified will be provided to Microsoft support to allow for further testing and patching.

Implementation

Cased Dimensions will approach the implementation of all required services in a structured and methodical manner. Using the project initiation plans as agreed the implementation of each service will be agreed taking into account the council's requirement and prioritising each based on need and configuration set up.

The milestone planning will account for each requirement and configuration will conform to the stringent development, testing and approval used in each SCRUM cycle within the development plan. 2 weeks notice will be applied to any and all upgrades implantations, with change notices being applied. In the unlikely event that a released patch causes loss of functionality the SLA applied to the master services contract will rectify the patch issue within 5 days.

After-sales Account Management

Cased Dimensions will appoint a Service Delivery Manager and Client Manager to your account. Each role is designed to provide the appropriate level of support required to key staff. The service delivery

manager will be closely aligned to the technical resources for support in relation to the technology, incidents and requests. The client manager is available to support the contractual obligations, reporting, day to day contacts and support the strategy, customer satisfaction and service improvement initiatives.

In addition, the client manager is to engage and maintain regular contact with our customers key stakeholders. Part of their responsibilities is to understand the customer organisation and discuss regularly the client strategy and roadmap for the products and services in use. This is achieved through daily contact with operations teams, weekly update calls, monthly business reviews of services provided SLA results and target objectives for the period ahead. As well as this Quarterly and annual reviews with senior stakeholders allow for a more detailed review of the contract and its requirements. It allows Cased Dimensions to present changes in the IT market and demonstrate changes in products and services available to the council. Cased Dimensions will consistently chart the products in use and available in the marketplace to the government settings, and understand the requirements, challenges and desires of the setting. The products proposed for this contract are either led by Cased Dimensions as product owners or Microsoft of which we are a Gold status partner. Where product improvements or requirements are delivered by Fluids365 Cased Dimensions have full control over this and will liaise with the council to determine the correct roadmap and timescales for changes and improvements.
Cased Dimensions also subscribe to multiple industry events including Microsoft led events in Richmond and product partners such as Cisco, Meraki etc. These events allow us access to industry best practices, product launches and partners in multiple sectors who share initiatives and available to the industry.

Termination Process

Our full Termination Process is detailed within the Master Service Agreement. The full term for this contract is one year, unless otherwise specified.

Either party may terminate this Agreement at any time with at least thirty (30) days prior written notice to the other party when there has been a major breach of contract. Where a major breach of this Agreement has occurred, either party must notify the other party as of the breach prior to offering notice for termination. In the event of a dispute over breach, both parties agree to enter independent arbitration.

A Customer may also terminate the Agreement upon twenty-eight (28) days' notice in the event of a material breach by Company of its obligations under this Agreement which is not cured by Company within twenty-eight (28) business days of notice thereof (a "Permissible Termination"). In the event of a Permissible Termination, Customer shall pay (i) the Initial Fee, (ii) a pro-rated charge based upon the number of days Company provided Products and Services to Customer prior to the effective date of termination of this Agreement by Customer under this Section, and (iii) if the Products and Services include software and hardware which the Company provisioned for the Customer, Customer shall pay to Company an amount equal to Company's cost of such software and hardware for the entire then current term. If Customer terminates this Agreement other than in a Permissible Termination, Customer shall pay to Company, as liquidated damages, an amount equal to all unpaid Charges for the remainder of the then-current term. The parties agree that such payment is not a penalty and is a genuine pre-estimate of loss likely to be suffered by Company if Customer terminates this Agreement other than in a Permissible Termination.

5. Our experience

Case Studies

The customer: Equiniti is a global financial services provider, processing £90bn of payments every year. It pays 20% of UK pensioners and works with more than half of the FTSE 100 companies.

EQUINITI

The Challenge: The company needed to ensure consistency in IT services management. They had been speaking to Microsoft, who recommended Cased Dimensions.

What we did: Quite simply, we helped the Equiniti team to understand their business better and then put in place automated systems to streamline business functions, including incident reporting. We are also providing a Managed Service to support on part of their application estate.

"Cased Dimensions, is a key Microsoft partner providing enterprise class ITSM and BSM services and enhancements to Microsoft System Center, meeting the needs of our joint customers."

Michael Leworthy, Director of Enterprise Cloud Management, Microsoft

Hudson Schwarz, Equiniti's IT Service Manager, said: "Our existing system was quite antiquated and it was a challenge to see it through a different pair of eyes. Cased were very good at enabling us to do that. They had a clear passion for adding value to the out-of-the-box product with their Product.

Adding value

"Now we have a coherent, standardised approach to the incident lifecycle. It's no exaggeration to say that it's brought about a change in ethos. It has helped to change people's working practices about the urgency of Service Management and has improved efficiency."

The customer: Grundfos is the world's leading pump manufacturer, with 19,000 employees in 80 locations around the globe. Grundfos IT operates across all these locations.

The Challenge: Grundfos needed a coherent set of IT tools that would standardise its system globally. Its infrastructure was on-premises & in Azure, so it needed to move to a Hybrid Cloud solution. It also required a system that would handle its huge volume of service desk requests from around the world.
Lastly, it needed to manage its global assets, such as PCs, tablets and mobile phones, more efficiently.

What we did: This is the world's largest implementation of System Centre Service Manager. But Service Manager alone couldn't have provided everything Grundfos required. As its Systems Consultant Niels Møller puts it, Cased Dimensions' software Product "closed the gaps."

The company's IT department had been dealing with nearly 40 people a day around the globe on Tier 1 support. These requests were mostly submitted by email, which made it a hugely time-consuming process. Once we received an email, we then had to chase staff for full information in order to help.

80% of requests are dealt with by the portal, doubling the ability to deal with them and ultimately cutting costs dramatically

Cased Dimensions introduced an enhanced Self Service Portal, which requires every employee to fill in all the necessary details before submitting a support ticket. This ensured requests are directed to the most appropriate person, and helped reduce friction between employees and IT. More importantly, the cost impact of introducing self-service was huge. The creation of 80% of Grundfos helpdesk requests are now dealt with by the portal. That has helped us get things done much faster and avoids any misunderstandings about what is needed when somebody submits a request. We have doubled our ability to deal with requests, which simply would not have been possible before.

Self-Service has been extended, with Cased Dimensions help, to support HR, Finance, Supply Chain and up to 8 business departments. The system is so easy to configure.

> *"Cased Dimensions, is a key Microsoft partner providing enterprise class ITSM and BSM services and enhancements to Microsoft System Center, meeting the needs of our joint customers."*
>
> Michael Leworthy, Director of Enterprise Cloud Management, Microsoft

We also built a new Asset Management process.

Niels Møller says: "Cased Dimensions came with a lot of experience. They suggested things we hadn't thought of at the time and really helped us to understand the value of having integrated Asset Management.

Asset Management providing a global overview of assets

"The Asset Management service has also been an eye-opener. We didn't even know we had so many asset locations. Now we have a global overview, which has improved efficiency and saved money.

"Before Cased Dimensions came along we had a whole series of applications that had been running in silos. They changed that and helped us get much more out of the entire Microsoft suite.

Adding value

"But handling this many users could not have been done with the out-of-the-box product. Cased Dimensions' Product and expertise made all the difference."

Microsoft

Transform the data center
Customer Solution Case Study

Belfast Health and Social Care Trust

Health Trust accelerates ITIL Maturity, achieves SDI certification and enables business aligned ITSM.

"The beauty of Service Manager is its automation of the CMDB data layer with Configuration Management. Microsoft provides a service desk that out of the box integrates with other Microsoft technologies, automates the CMDB and enables ITIL."

Cormac O'Brien, ICT Services Manager, Belfast Health and Social Trust (**BHSCT**)

The service desk at Belfast Health and Social Trust handles 60,000 incidents & service requests a year and sought to improve automated service delivery. The organization worked with Cased Dimensions to architect & configure a platform based on the automated management capabilities of Microsoft System Centre 2012 Service Manager. Now BHSCT benefits from business aligned Service Management, portal enabled Self-Service and Service Desk Institute independent certification.

Customer: Belfast Health and Social Care Trust **Website:** http://www.belfasttrust.hscni.net/
Customer Size: 22,000 employees
Country or Region: United Kingdom
Industry: Health Provider
Partner: Cased Dimensions
Website: http://www.belfasttrust.hscni.net/

Customer Profile
Belfast Health and Social Trust provides health and social care to 340,000 residents in Belfast and Northern Ireland.

Software and Services
Microsoft Server Product Portfolio
- Microsoft Exchange Server 2010
- Microsoft Lync Server 2010
- Cased Dimensions HTML5 Self-Service Portal
- Microsoft System Centre 2012
  - Service Manager
  - Operation Manager
  - Configuration Manager
  - Orchestrator
- Active Directory Domain Services

Services
- Cased Dimensions Professional Services
- ITSM Process Definition Workshop
- Platform Architecture
- Deployment & Configuration
- Remote Support

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies

Business Needs

The Belfast Health and Social Trust operates in Northern Ireland through a network of six organizations and more than 100 physical locations with an annual budget of about GPB£1 billion (US$1.6 billion). The organization delivers 24-hour care and specialized services to the citizens of Greater Belfast and the wider community of Northern Ireland. With a staff of approximately 20,000, it is one of the largest trusts in Europe.

The Information, Communication, and Technology (ICT) arm of the trust has 85 core IT personnel. "We provide support services and run a service desk 24 hours a day, seven days a week," says Cormac O'Brien, ICT Services Manager, Belfast Health and Social Trust. "We support more than 100 tier 1 applications and handle up to 60,000 incidents & service requests a year."

The trust operates a shared support model with an offsite vendor. A third-party software, prior to the introduction of Service Manager, didn't interoperate well with the ICT's technology infrastructure.

Limitations included poor process orchestration, lack of portal enabled self-service, labour intensive support and poor reporting.

"We wanted to raise our maturity level in terms of how we provide services to users. As with most companies, we had to do

enable more productivity to our existing team" says Cormac O'Brien. "To achieve this we focused on properly configured self-service portal, service request process configuration plus change, problem and incident management configuration."

Solution

Belfast Health and Social Care Trust (BHSCT) engaged Cased Dimensions to facilitate ITIL process definition followed by architecting, installation and configuration the System Centre 2012 Service Manager. Service Manager includes modules for incident, service request, problem, change, release, CMDB and configuration management.

Cased Dimensions, a member of the Microsoft Partner Network, is a specialist partner aiding clients across 20 countries to implement System Centre 2012 Service Manager. BHSCT engaged Cased Dimensions due to their SCSM and ITIL expertise plus the Cased Dimensions HTML5 Enterprise Self-Service Portal.

Service Manager, delivered for BHSCT, interoperates with the Configuration Manager component of Microsoft System Centre 2012, providing automated configuration management, enabling accurate control for devices and applications within the Service Desk.

Service Manager also works with Operations Manager, which provides rich infrastructure monitoring and integrated alerting to Service Manager ensuring the performance and availability of vital Business Services.

The solution also works with Active Directory, which stores information about organizations, computers, printers, software and users.

Finally, Service Manager integrated with Lync for real time communication and collaboration to clients.

Liam Murray, MD Cased Dimensions, commented "Employee (client) perception is paramount. If users receive a telephone call from the Service Desk to request input, they often reject the call not understanding it is the Service Desk. They then complain. With Lync, communication is instantaneous and users always respond - even if busy. Users are happy due to Microsoft's enablement of collaboration."

Cased Dimensions deployed a team that worked 24 hours a day to get the service desk running. Services included facilitating Service Desk process and data design followed by database and application deployment; configuration, training and go-live support. Cased Dimensions today provides a remote support function to support BHSCT in managing & changing Service Manager.

Cased Dimensions wrote Service Manager Management Packs (software modules) to increase the functionality of Service Manager. It created an HTML5 self-service portal, making it possible for employees to submit & view requests and incidents. Cased Dimensions also extended the Request Offering feature of Service Manager to allow BHSCT ask many questions via the Self-Service portal which empowers "right first time" information. This in turn allows the routing of requests to the correct support team and faster resolution times as Service Desk Analysts are empowered with good information.

With Service Manager BHSCT automates the Configuration Management process. Maintenance of live CI information is automated. Data is automatically updated from Configuration Manager, Operations Manager and Active Directory. This enables accurate and mature data in one place.

"All the relevant information is provided via a single interface," says Cormac O'Brien. "We have information about every entity in our business platform, including their histories – CI's, Users and Work Item Tickets. With this kind of information, we can easily triage and diagnose issues or requests—from a single interface—and even remotely control a user's device to resolve an issue."

Benefits

By using Service Manager as its service desk, BHSCT has enhanced service desk productivity and enabled Business aligned support. "The beauty of Service Manager is that it automates the data layer," says Cormac O'Brien. "Data is needed to empower process. Process efficiency was our focus to aid service improvement."

Improved Industry-Wide Reputation

Since deploying Service Manager, the trust has gained accreditation from Service Desk Institute (SDI), an internationally recognized independent authority that certifies organizations based on how they adhere to best practice standards for service desks. "By using Service Manager, our ITSM processes were able to mature in a very fast and easy manner proven by our SDI accreditation," says Cormac O'Brien. "We now provide a better and more consistent business aligned service to our users."

Increased Service Desk Productivity

BHSCT's employees now use the self-service portal to fill out a form for their IT requests through Cased Dimensions HTML5 Self-Service Portal. "Productivity is enhanced as we now have users submitting accurate first time information. Service Desk Analysts do not have to type information for employees" says Cormac O'Brien. "With 60,000 Service Requests and Incidents, Return on Investment was rapid whilst users are happier."

Speed of Service Request & Incident Resolution

In surveys, employees are now giving very high approval ratings to the ICT Team. This is due to quicker resolution enabled by "right first time" information and well defined IT Service Management Process.

Some of our Clients

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