

Case Study



Client **Leading IT Infrastructure Service Specialist**

Sector **Data Centre Managed Services**

Deffinity created a version of the solution, now marketed to the service provider's clients as their own branded offering. Our client chose Deffinity as each of its modules dovetailed neatly into the needs of the business and its customers.

Streamlining internal processes was top on the priority list:

- Automate processes to increase efficiency
- Manage customers better
- Enhance communication across the business
- Improve financial reporting and resource utilization
- Business growth via market-led needs in Project Management & Desktop Support

To help their engineering force get used to the system, initially only the Resource Management and Time & Expense tracking modules were enabled. Over time, other modules were enabled including Service Desk for managing faults and Project Management for managing all their cabling installations.

A customer portal was set up for each client which provides:

- Live project status along with a feedback mechanism
- Service Desk - SLA performance on Faults and Request
- Service Catalogue for order management
- Processes and procedures
- Organisation Charts

Deffinity enabled the supplier to forge much closer relationships with their clients, who now have complete visibility of the level of service delivered to them, from order through to fulfilment.

THE CHALLENGE

A leading UK IT infrastructure service specialist with a strong presence in the financial sector, including **UBS**, **Royal Bank of Scotland** and **Macquarie Bank**, needed to demonstrate tangible continuous improvement to their productivity and service.

Our clients have a track record of deploying innovative structures and delivering best fit client-specific solutions to a global corporate client base. They partner with companies that can effectively support their infrastructure.

The challenge was to find an integrated solution which could help the service provider manage all their business activities and at the same time satisfy the needs of their very demanding customers. All this at a price that was economically viable for their business.

Their clients had three key objectives:

- Introduce an innovative service, leading the field
- Sophisticated and detailed information about the service provided
- Instant, on-demand reporting

About our client

Our client is a pan-European service provider, providing infrastructure, connectivity, network and support services.

They have been delivering managed services to some of London's largest blue-chip firms since 1989.

Requirement

Our client needed all the useful functionality of their existing system retained. This was to be enhanced much further to address the following:

- Minimise manual inputting errors
- Minimise data duplication
- Monthly reporting – reduce the time taken to collate information needed to generate relevant reports, and enable viewing online, with options to output to other formats
- Bill of materials – reduce the time taken to enter these and enable access by multiple resources
- Reduce the time taken to produce & provide client quotes
- Enable a client catalogue with streamlined client order process with relevant approval routing built-in
- Invoices should be linked to quotes and sales orders
- Financials – substantially reduce the amount of time required to collate & present the various information relating to costs, expenses and billable works
- Resources - ability to schedule resources and view a common diary to enable effective deployment and management of resources
- Multiple user login with varying degrees of access rights

Solution

Deffinity met all the criteria for functionality, flexibility and cost-effectiveness.

As an online/hosted solution, our customers don't have to invest in expensive hardware, be locked into a long term contract or pay expensive maintenance fees. And Deffinity's software capabilities greatly exceeded what they needed, providing "head-room" to adopt new features and improve their working methods in the future.

The greatest headache for our client was that of managing timesheets and resource planning. This used to be a painstaking task occupying a full time resource to sieve through weekly timesheets manually, reconciling figures against projects, correcting mistakes and then creating a P&L report for management. Deffinity has now taken the stress away with everyone logging timesheets online against the jobs they are working on. At a touch of a button the client has access to live project activity reports. They can even set thresholds for time booked and be alerted when someone tries to book overtime.

Their clients (mainly in the financial sector) can now access a dedicated portal which shows live project status and real-time statistics relating to business-as-usual activities both on the trading floor and back office areas. Customers have instant access to service documents, processes and resource plans. Using the built in ordering system, their customers can order new products and services from the service catalogue and monitor the progress of their order.

The implementation has enabled our client to lock their customers in and impress them with an innovative solution that really makes a difference to service management—not just a system for systems sake!

deffinity



About Deffinity

Think of Deffinity as the Swiss Army knife for your business.

Deffinity is an online software solution which helps businesses to improve the effectiveness of their customer facing processes and internal activities.

The Swiss Army knife has different tools for different jobs, from blades to tweezers, scissors to corkscrews, all housed within a single product. These enable the user to complete a vast range of disparate tasks quickly, simply, effectively and confidently.

Deffinity combines consulting services with online software solutions to delivery custom solutions that meet the exact needs of every customer.

Tools include:

- Project Management
- Time and Expense Tracking
- Service Desk
- Document Management
- Health Checks / Audits
- Change Control
- Asset Tracking
- Vacation Tracker
- Financial Management

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