

Help Desk Efficiency Without Having to Spend SIX Figures!

Case Study





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Client : Infinet Network Solutions

Infinet Network Solutions is a leading information and communications technology service provider in Australia. Being a nationally recognized service provider, Infinet has partnered with some of the leading names in the technology industry like HP, Cisco, Microsoft, Dell, and Lenovo. Infinet offers its customers a wide variety of services and products ranging from support and maintenance to turnkey business solutions.

The Hunt for a “No-compromise” Help Desk Software

Being a managed service provider (MSP), the business and the continuity of the customers' businesses depend on the help desk software that MSPs choose to use. As the profitability of the business is proportional to the efficiency of the help desk software, the choice of a help desk software should be a “no-compromise” choice. With a wide spectrum of services and product offerings to their customers, Infinet Network solutions hunt for a “no-compromise” help desk software was a strenuous one, migrating from one solution to another, evaluating every other help desk application available in the market.

Continuous Troubles in Infinet’s Service Delivery

Without appropriate help desk software, managing, supporting, and delivering services profitably to customers can be an impossible task for managed service providers. The same was true with Infinet, before they migrated to ManageEngine ServiceDesk Plus MSP. Describing his experience with Infinet’s earlier help desk software, Stephen Rowney, managing director, Infinet Network Solution, states, “It was like going to the dentist without an anesthetic.”

In addition to the fundamental difficulty of delivering a good service without proper software, Infinet faced multiple hurdles such as:

1. Lack of a proper change management process

- Change management was manual and paper based. Custom .pdf and MS Word forms were used to collect information from staff and customers.
- CAB (change advisory board) members had to meet weekly to discuss, validate, and approve change requests, making approval a cumbersome process. The lack of all relevant information in a single repository made decisions difficult.
- Increased chances of failed or unsuccessful changes due to the lack of automated approvals and communication processes, which led to decrease in customer satisfaction levels.

2. A weak asset management module

- Microsoft Access database was being used in place of an asset management tool, which meant that Infinet had a static repository of customer asset information. Moreover, Access lacked the necessary asset management capabilities like automated asset discovery, real time monitoring, and tracking capabilities.

3. Absence of reporting capabilities

- Key diagnostic metrics about help desk performance were not available in real time.

The Hunt for a “No-compromise” Help Desk Software

“Before we migrated to ManageEngine ServiceDesk MSP, we used RT and Kayako; as well as evaluated a number of other products such as Sysaid and EasyCMDB, but none were a close enough fit or required multiple products plus further middle ware,” says Stephen, recalling Infinet’s hunt for a help desk software that was a perfect fit for its business.

These tools not only failed to support Infinet in delivering better services to their customers but also needed the support of various third-party software solutions, tools, and integration mechanisms to deliver service that was still mediocre. However, with ManageEngine ServiceDesk Plus’s evaluation by Infinet, the company realized that it had found the help desk software its business demanded.

ManageEngine ServiceDesk Plus MSP - The Perfect Fit for Infinet Network Solutions

All the hurdles faced by Infinet were addressed directly with the implementation of ManageEngine ServiceDesk Plus MSP. What pleased Infinet more is ServiceDesk Plus MSP's Active Directory integration. With AD integration right out of the box ServiceDesk Plus MSP helped Infinet to import all end-user and technician details into the application with ease. And the application's ability to automatically pre-populate end-user details into tickets helped Infinet increase its help desk productivity. Here are some of the benefits that Infinet enjoy with ServiceDesk Plus MSP's implementation,

1. Comprehensive change management generates customer delight

- With a built-in, ITIL-based, multi-stage change management process in place, Infinet is now able to document, roll-out, and back-out plans within the change request, making the planning process easier. Not just that, the ability to break a change into projects and tasks, and provide account specific access and view permissions to users and technicians makes the implementation a cake walk for Infinet's technicians.
- CAB members now automatically get notified about change requests and pending approvals through email, making the approval process easy.

2. Integrated asset management helps Infinet stay on top of inventory

- Now with distributed asset discovery capabilities of ServiceDesk Plus MSP, Infinet is capable of collecting the complete asset details of all its customers right from the help desk through a Windows domain scan or a network scan. Also the asset management module helps Infinet track and manage software assets and licenses. This means that it is easy to detect non-compliant software licenses and unauthorized software installations.

3. Excellent reporting module aids Infinet track their performance and progress

- With access to more than 100 canned reports and the ability to schedule and generate custom tabular and matrix reports, Infinet's management is happy that monitoring performance and progress, which once was a dream, has become a reality with ServiceDesk Plus MSP.

ManageEngine ServiceDesk Plus MSP - The magic pill

ManageEngine ServiceDesk Plus MSP's ability to create a win-win situation by delivering benefits both to the service providers and their customers makes it a magic pill for service providers. According to Stephen, ManageEngine ServiceDesk Plus MSP has been one of the most critical and valuable investments made by his company and has helped it increase its customer satisfaction levels.



ManageEngine ServiceDesk Plus MSP helps us manage our customers' requirements day in and day out, 24x7, in ways that all other help desk software failed to achieve," quotes Stephen, "and all that without having to spend SIX figures!