

How Longford County Council effectively utilized ManageEngine ServiceDesk Plus during COVID-19.





About Longford County Council

Longford County Council provides a wide and diverse range of services necessary to the physical, economic, social and cultural life of the county. Longford County Council currently employ approximately 350 staff in 15 locations around the county.

"ManageEngine's ServiceDesk Plus was initially installed to provide an IT Service Desk but it has since been expanded to our Facilities section for the logging and tracking of facilities requests. We are also utilising MangeEngine ServiceDesk Plus for the council's COVID-19 Community Call helpline."



The Challenge And Utilisation:

The IT section of Longford County Council maintain the IT infrastructure of the organisation and provide IT support to it's approximately 350 staff. Supporting a wide variety of staff proved challenging with support requests being received by different communication methods such as email, phone and in person.

"We chose ManageEngine ServiceDesk Plus as it allowed us to quickly set up an effective IT Service Desk that could be incorporated into our existing environment with little change required. Integration with Active Directory ensured that the Service Desk just worked for end users and IT staff."

"The additional reporting capabilities of ServiceDesk Plus ensures that the IT Service Desk can be appropriately resourced during times of high demand such as during our remote working deployment at the beginning of COVID-19 outbreak which saw IT support requests increase by almost 300%."



How Servaplex Has Helped During COVID 19

At the beginning of the global pandemic the IT section of Longford County Council were tasked with the responsibility of setting up a call logging and tracking system for the Community Call helpline over the course of a weekend. Our previous experience with ManageEngine ServiceDesk Plus gave us the confidence to set up this call logging system on a product we knew would meet the requirements.

"Servaplex were available over the course of the weekend to assist us with setting up the system and ensure we got the required licenses on time for the system to enter operation on the following Monday morning."

Their assistance was key in ensuring we were able to build an operational system in a very short space of time which enabled the Longford County Council Community Call helpline to be one of the first fully operational helplines in the country.



Products Used

ManageEngine ServiceDesk Plus

Built to supercharge your IT help desk, ServiceDesk Plus is a game changer in turning IT teams from daily fire-fighting to delivering awesome customer service. It provides great visibility and central control in dealing with IT issues to ensure that businesses suffer no downtime. For 10 years and running, it has been delivering smiles to millions of IT folks, end users, and stakeholders alike.



Servaplex is a long standing partner of ManageEngine. Founded in 2003, it is an independent IT software supplier with clients in a wide range of industries including government, education, financial services, construction and manufacturing.

Servaplex supplies, deploy and support a comprehensive range of world class IT Management software solutions for Active Directory, endpoint management, service desk and more. Their services include implementation, support and training.

"We provide solutions that work for all businesses, regardless of size or budget."

Servaplex Ltd 33 Carysfort Ave, Blackrock, Co. Dublin, +35312304242 | support@servaplex.com info@servaplex.com

About ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need more than 90 products and free tools — to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.

Since 2001, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. You can find our on-premises and cloud solutions powering the IT of over 180,000 companies around the world, including nine of every ten Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextualintegrations, and other advances that can only come from a company singularly dedicated to its customers.

And as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize opportunities in the future.

