

Case study: Finding a new service desk tool

CoSocius

About

- CoSocius was created on 1st May 2014; a limited company wholly owned by two councils Cheshire West & Chester and Cheshire East
- Committed to delivering cost effective and innovative solutions to Cheshire councils.
- The ICT function supports all aspects of technology at over 800 locations across the geographical area that comprises the County of Cheshire, including 300 schools for nearly 10500 users.
- The CoSocius service desk consists of 19 analysts that handle around 12000 contacts per month via Web Self-Serve, Phone and Email.
- Approximately 60% of new contacts are Requests for Service and 40% are Incident related.

"SDI listened to our requirements, assisted in the procurement and provided guidance and advice on the most suitable solution that not only matched our technical requirement but also our business requirements."

Karen Taylor
Workplace Services Manager, CoSocius

Challenge

Finding a tool to support the new shared service desks

In 2013 CoSocius identified that a fit for purpose integrated ITSM tool was required in order to enable a joined up and holistic approach to service management and delivery.

CoSocius operated a number of disparate systems in support of service management.

The new software had to support an improved service quality and delivery through more efficient and mature ITSM processes and functions.

"CoSocius engaged early on in the discovery phase with SDI's tool selection service to ensure we not only attracted the right supplier that would enhance and support our business model moving forward but also provided a solution that was recognised as an industry leader within the Gartner Quadrant."

Solution

Tool selection workshop and events

SDI's professional services team facilitated a workshop where CoSocius were able to identify the current toolset gaps and produce a wish list with must have requirements.

"This was a really good session and focused all members of the team on our business requirements."

CoSocius also attended an SDI Tool Selection Event to hear first-hand from some of the top suppliers in the market. Not only did the product demo's provide an insight into the functionality of the system this event highlighted what innovative ideas and solutions are coming round the corner and what this means to the service desks.

"With SDI's support in producing the tender CoSocius have since received outstanding feedback from the vendors on the layout, scoring criteria, our objectives and clear deliverables of the solution."

Result

Buying the right fit for purpose solution

- Improved customer service to CoSocius customers and the Councils' employees
- A "Shop Front" that puts the Service Desk at the centre of business operations
- Consistency of approach and efficiency across all support areas
- Greater control and visibility of assets and the service 'supply chain'
- Single central source of Management Information

"Not only do we feel as an organisation that we have procured the right solution that is fit for purpose but we have also entered into a joint partnership with our preferred supplier who will enable CoSocius to grow and continue to provide first class Customer Service to our Clients."