



ReAssure IT Support  
*"Be a part of IT"*

# SDI18DXB



# Welcome



- Introductions
- The Need For Change
- Our journey
- Our assessment
- Our future



Get to know us  
a little better

**Stephanie Avraam**  
IT Service Desk Manager



**Michelle Aston**  
Head of IT Service Delivery





# ReAssure

Who are we?

Originally founded in 1963, ReAssure is a life and pensions company which buys and administers closed books of business from other companies.

ReAssure are part of the global SwissRe group and operate multiple sites across the UK.





Why SDI?.....because we had problems.

Complaints

Frustration

Complexities

Delays





“We cannot solve  
our problems with  
the same thinking  
we used when we  
created them”

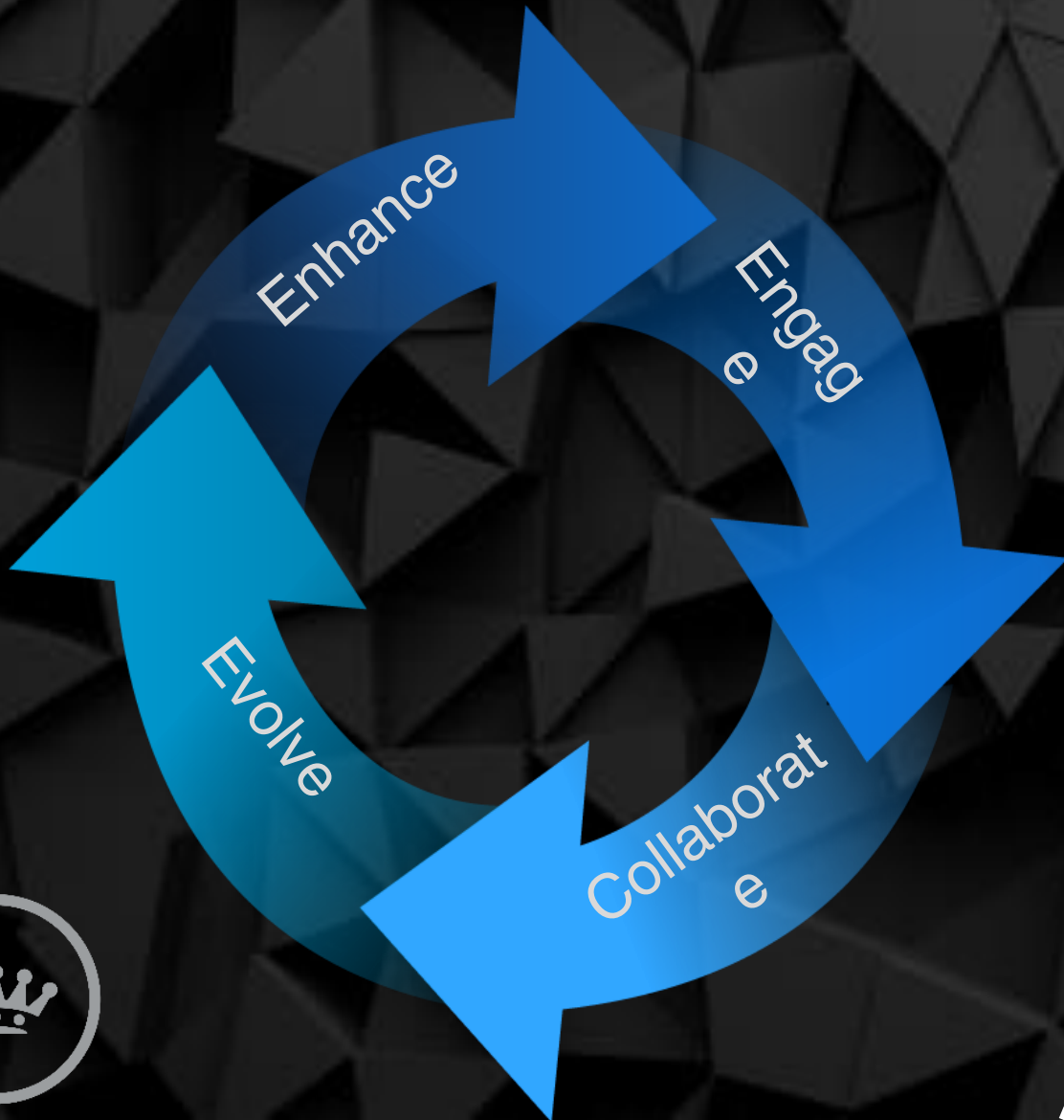
Albert Einstein

We recognized that the time for  
change is now.....





# The cycle of change



# Assessment





# The Assessment

Learn the standard

Learn It

Digest It's Meaning

Interpret It

Plan It

Gain Support

Get Advocacy

Get Support

Get Ownership

Form a Team

Evidence

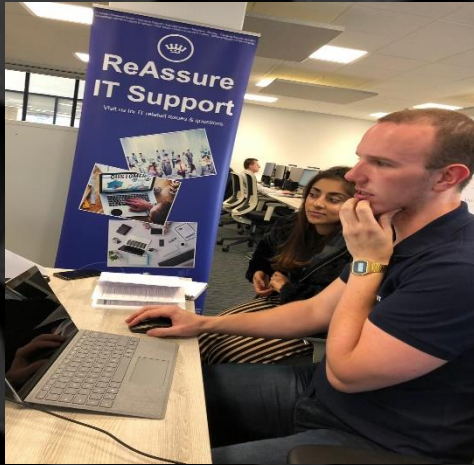
Start Early

Gather  
Methodically

Store Logically

Review Regularly

# Customer Centric Culture



We are now a Customer Led 3 Star Service Desk, working towards a Business Led 4 Star Service Desk. Yes, we won a lovely trophy but it's the tangible benefits that mean so much more to us. These include:







Our Team, Our Future





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Here are some words from Sam & Juber, two of our longer serving members of the team discussing the overall SDI journey.



# Key Stakeholder Testimonials



Richard D'Amico - Head of ReAssure IT

“I’m proud of you all receiving the award and the words Paul shared really demonstrated how hard everyone had worked. You should all be extremely proud of yourselves. I am proud to have a team who care so much about Customers”

The five key words that Paul Rodrigues took from the audit report about the team were :-

- Caring
- Considerate
- Focused
- Thoughtful
- Professional





# Why SDI Personal Perspective

- Different Perspective.
- Compliments ITIL Best Practice
- Alignment and collaboration
  - Business enabler.
  - It is worth the investment!

INSPIRES SERVICE DESKS TO BE  
BRILLIANT !



Thank You For Your Time



Any Questions?