



## Ann Summers avoids getting its knickers in a twist with Track-It!

With over three hundred staff and high street names such as Ann Summers and Knickerbox relying on just a handful of support staff for IT support, the smooth management of calls is essential. After an extensive search for the right help desk software, Gold Group International chose Intuit Track-It!® from Intuit Information Technology Solutions.

For any growing company, keeping on top of IT support is critical to success. The function needs to be large enough to service the requirements of an increasing user base, yet it must also be highly efficient to ensure that it is not a drain on resources.

This is a challenge that Mike Pedley, IT Support Manager for Gold Group International – the parent company to well known names such as Ann Summers and Knickerbox – knows all too well. He and his small team of support staff ensure smooth IT operations for over 300 staff in the company's Surrey headquarters (with more in remote offices around the country).

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**– Mike Pedley, IT Support Manager**

When Mike Pedley joined the company, he had a vision to transform the support function and equip it to handle increasing demands. “One of the first things I noticed was that there was no help desk management system for IT Support calls,” he said. This often meant that calls could not be prioritised or managed effectively and that engineers were not easily able to share information.

Almost immediately, Gold Group embarked on a two-month evaluation of possible solutions. “We looked at everything from shareware-like applications through to some seriously expensive kit,” commented Mike Pedley. “What we found was that the cheaper software was often difficult to use and lacked some of the functions we regarded as critical, while the more expensive software simply did not offer a satisfactory return on investment.”

After looking in-depth at no less than six applications, Track-It! from Intuit IT Solutions emerged the clear winner. While Track-It! was significantly less costly than some of the solutions on trial, the team at Gold Group were highly impressed with the solution in use: “For all its superb functionality, Track-It! was still remarkably easy to learn and use,” enthused Mike Pedley.



With the decision made to go with Track-It!, preparations were made to install the software. Unlike with many enterprise applications, Mike Pedley did not feel the need to call in additional support from Intuit IT Solutions to install the software: “When installing new software across the network, you can usually expect some degree of disruption. This wasn't the case with Track-It!; it was almost like Plug and Play.” In fact, the installation project was completed in less than a fortnight.

Gold Group also chose to install the ‘Remote’ and ‘Audit’ modules for Track-It!. Remote allows support engineers to ‘dive into’ a users machine without leaving their own desks. This, said Mike Pedley, will become even more useful as his team takes on responsibility for more group offices around the country. Audit, meanwhile, automatically keeps track of the 300 computers – detecting software and configuration settings.

Using Track-It! has also helped the IT Support team spot trends and pre-empt recurring faults more effectively. This is especially beneficial in circumstances where the original noted fault is not actually the root cause of the problem. “Using the history within Track-It! of previous calls and comments from engineers, we can tap into a knowledgebase which is invaluable to solving tricky problems,” said Mike Pedley.

Since adopting Track-It!, Mike Pedley is in no doubt to the benefit the solution has brought to Gold Group International's IT operations. “I think it's fair to say that it has totally transformed the way we work; in the fourteen months we have been using Track-It!, it has paid for itself a number of times over.”

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