



Track-It! beats manual help desk systems says Mazars

Fifth largest accountancy partnership in Europe improves efficiency and professionalism with help desk software

Mazars is an international business advisory and accountancy firm represented in over 50 countries worldwide. The organisation is the fifth largest accountancy-based partnership across Europe, with 18 offices and 1200 users in the United Kingdom.

As Northern IT Manager at Mazars, Sam Sambhi is responsible for ensuring smooth IT operations throughout the organisation's Northern offices. Providing reliable IT support, as well as client support to approximately 2000 additional users, is a far from easy task – in 1997 it was decided that the help desk needed to work smarter in order to deliver the best possible results.

With no dedicated system in place, the existing help desk infrastructure was struggling to meet demand. The team was finding it difficult to prioritise calls and the manual system was proving inflexible leading to frustration in the help desk team and with the user community.

“As we became busier it was clear that there was a need to improve efficiency and response rates within the help desk,” said Sam Sambhi. “We tried a manual system which simply didn’t work, so we then developed an Access database which met the most basic requirements but didn’t offer sufficient flexibility. We needed a product that would enable us to log, manage and resolve calls in a more effective way.” At the time, Mazars’ London office was using a rival help desk product but following comprehensive research into software offerings from a range of companies, it was decided to roll out Track-It! Sam Sambhi continues: “We chose Track-It! because it delivered all the requisite functionality at a realistic price. It was also extremely user-friendly.”

Following a swift installation, Track-It! quickly began to provide what has now become a valuable knowledge base. Technicians can now access previous call histories to view how similar problems and issues have been

resolved. This is also a valuable training tool for newly recruited engineers as they are able to access historic examples of call resolution methodology, transferring experience and knowledge to new members of staff.

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“Operatives found the help desk functionality of Track-It! very easy to navigate and much less fiddly than any of the other solutions we had trialled,” commented Sam Sambhi. He continued, “I also liked the Web-enabled element of the product which allows me to access any PC via the Internet to access, view and complete jobs– this makes a big difference as the whole solution then becomes portable.”

“Once the help desk element had bedded in, we started to look at the additional features offered by Track-It! such as asset management and centralised purchasing control. The asset management capability is great, allowing me to monitor hardware and licenses for software and achieve an ‘at a glance’ view of what assets we have. Similarly, I am able to scrutinize the movement of stock across the organisation which means I always have the relevant facts at my fingertips.”



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Mazars has also been able to utilise Track-It! in other areas of the business – for example, it assists in monitoring how quickly help desk issues are being resolved. This information is valuable when reporting to senior management, particularly when resource and budget allocations are under consideration. The IT department is able to back up all bids for increased staff and/or financial provision with factual data from Track-It!

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Mazars has now been a Track-It! customer for over seven years and Sam Sambhi has no plans to change products: “Track-It! has enabled the team to do their jobs better and, consequently, our IT division is a more slick and professional operation. The fact that system information is available to everyone means that any member of the team can pick up and resolve another operative’s query, making us much more efficient and cohesive. I now find it hard to believe that some organisations continue to operate a manual help desk and asset management system—I wish them luck!”

