

Chichester Council improves IT support with lost treasure

With over 400 staff spread over seven sites, and only a small IT support team of nine, Chichester District Council uses Track-It!® from Intuit IT Solutions to work smarter.

Look on the computers at any organisation and there's a good chance you'll find a piece of software that performs one task perfectly well, but also has a wealth of functionality which goes untapped. This was what Mike Cannings, Operations Assistant, found when he joined Chichester District Council.

"While I was acquainting myself with the systems at Chichester, I came across some little-used software called Track-It! from Intuit IT Solutions," said Mike Cannings. "It seemed like a handy bit of help desk kit, but as far as I could tell, we weren't really making the most of it."

After downloading a demo of the latest version of Track-It!, Mike Cannings and his colleague, Daniel Bramley, were won over by the software and started planning a new way of working for the IT support team. With just nine engineers to support over 400 council employees across seven dispersed sites, top priority was to help engineers work smarter and faster.

"There are three specific modules within Track-It! which really make it stand out – Remote, Web and Email."

**– Mike Cannings, Operations Assistant
Chichester District Council**

Track-It! Remote allows engineers to 'dive into' users' computers and fix problems directly from their own desks – saving time and fuel travelling to the users' location to fix minor faults like missing drivers or software conflicts.

The Web module of Track-It! also relieves some of the pressures on the support engineers by providing users with an element of 'self-service'. As Mike Cannings explained: "With only one person manning the phones on the help desk, we found that they were often swamped with calls – they would barely finish logging one call before the phone started ringing again!"

Thanks to Track-It!, users can now log calls directly from their web browsers – dramatically reducing the number of telephone calls coming into the help desk. More than just this, however, the Web module also allows users to monitor the progress of their call – so they can see, for example, if the support team are waiting on a new part to complete a job. The support team has also enjoyed the benefits of combining the web self-service with Track-It!'s email capabilities.

The team uses Track-It! to automatically respond to calls, acknowledging receipt of a message and letting the sender know when the team aims to start investigating the problem. With the help desk working better than ever, Mike Cannings feels that now is the time to start introducing some of the advanced functionality of Track-It! First on the list is the Auditing module:

"The auditing function within Track-It! looks great. It will make solving problems a lot quicker when we are able to see at a glance exactly what software, drivers and peripherals etc. are loaded onto each and every machine."

Like many organisations, the level and complexity of computing at Chichester continues to increase. "As we make more use of computers, it is inevitable that the IT support team will have to field more calls," said Mike Cannings. "Thanks to Track-It! though, we can effectively argue our case for more engineers with reports that accurately show where we're stretched and what the likely benefit of additional resources would be."

Asked if he believes Track-It! has been a valuable addition Chichester District Council, Mike Cannings' response is an unequivocal 'yes!': "We actively encourage feedback from our users, and everything we're hearing at the moment tells us we're getting better and better. Thanks to Track-It!'s 'transparency', users can see how hard we work to resolve their problems, and that has a positive effect on the perception of the team."



© 2005 Intuit Inc. All rights reserved. Intuit, the Intuit logo, Track-It!, and Blue Ocean Software, are registered trademarks and/or registered service marks of Intuit Inc. or one of its affiliates or subsidiaries.