



## Johnston Pipes stops assets going down the drain with Track-It!

It's in the interest of every business to keep track of its hardware and software assets and Johnston Pipes Ltd is no exception. Part of the wider Johnston Group of companies that specialise in quarrying, construction and engineering, Johnston Pipes is one of four major suppliers of kite marked drainage products to contractors and builders merchants across the UK.

Originally, the company coordinated its internal asset management by using a simple spreadsheet but IT Manager Steve Donovan soon realised that this was far from ideal. "There was no dedicated IT Manager in place prior to my appointment, in fact the Accounts Department used to look after our help desk requirements! The organisation had gone through a period of change, the number of users had increased by around 100% and our IT support provision needed to reflect this. The company had evolved, requirements had changed and our IT infrastructure had grown, so my primary objective was to find a cost-effective solution that would allow us to keep an accurate track of our hardware and software assets."

Steve Donovan considered a range of solutions before making his selection. "Some didn't meet our needs, some were unwieldy and others were exorbitantly priced. Having been told about Track-It! at a seminar, I downloaded a trial version from the Intuit IT Solutions' website – it seemed to meet all our requirements and was extremely user-friendly. By the end of the selection process, it was Track-It! that gave us the most confidence in its ability to help us to work smarter."

The implementation was quick and straightforward – Track-It! is now installed on every PC in the company on the network, amounting to just under 100 licenses.

Once Track-It! had bedded in, Steve Donovan began to realise that he could reap further rewards from other aspects of the Track-It! software, such as the help desk, training and purchasing modules. According to Steve:

**"As a small/medium sized enterprise, it makes good business sense to get the most value for money by using as much of the functionality of Track-It! as possible. We've achieved extra benefits in addition to our original requirement for an auditing solution."**



"The help desk module enables all calls to be logged and provides a technology history for each PC, detailing its reliability and the nature of faults experienced. Track-It! allows us to resolve user issues in a more efficient, speedy and professional manner. Similarly, the asset management element is a 'one stop shop' for information and status reporting on all hardware and software. There's no way that downloads can be hidden and no possibility of omitting a PC as can happen with manual audits," he added.

Track-It! also helps Steve to provide reliable and timely information to members of the management team. He is able to anticipate and respond to questions regarding budgets, predictions and analysis in an instant simply by running a report which gives him the information he needs, secure in the knowledge that the data is always 100% accurate and up to date.

Steve Donovan concluded: "The team is now able to solve issues more quickly and efficiently than before and Track-It! has freed us up to spend more time concentrating on customer-facing areas of the business. In summary, I'm happy with the product, I'm happy with the price and I'm also planning to check out some of the additional products within the Track-It! range."

