

Constructing The Perfect Fit With Numara FootPrints

When Skanska IT Solutions had a requirement for a service desk solution to replace its Oracle CRM system, Numara FootPrints matched its needs perfectly, providing the flexibility and customisation needed to meet the demands of a busy service and support desk.

Business Driver

A more flexible environment that could be easily and quickly customised to meet the changing needs and demands of over 6,000 users.

Industry Sector

Construction

Why Numara Software?

Customisable templates, flexibility, price and performance was unrivalled.

Business Benefits

Ease of use, better response to support calls, more effective and efficient service desk.

Background

Skanska is one of the world's leading construction groups with expertise in construction, development of commercial and residential projects, and public-private partnerships. The company dates back to 1887 when Aktiebolaget Skanska Cementgjuteriet was first established, manufacturing concrete products. The firm quickly diversified into a construction company and over the years Skanska has played an important role in building Sweden's infrastructure. In the 1950s, Skanska Cementgjuteriet moved onto the international circuit and today its largest market is in the US. The company was listed on the Stockholm Stock Exchange A-list in 1965 and Skanska became the Group's official name in 1984.

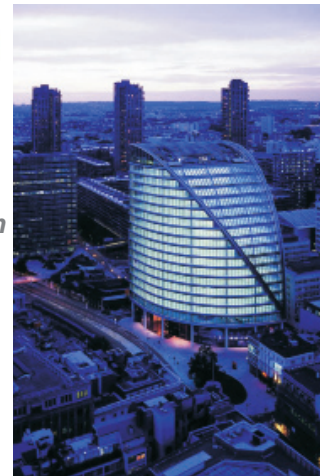
Skanska IT Solutions is a division of Skanska worldwide, providing IT services mainly to the Nordic region (Sweden, Denmark, Finland and Norway). These services include all IT service desk support, as well as maintaining the IT infrastructure, which includes all the networks and servers. With over 6,000 employees, averaging 300 support calls in any given week, this is no mean feat.

Searching for a service desk

In early 2007, Skanska IT Solutions decided that it needed to look for a replacement for its current system, an Oracle CRM solution. In the main, the firm felt that it was lacking user functionality and it was

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evident that the Oracle CRM system couldn't support the growing demands of Skanska's complex business processes. Users were getting increasingly frustrated and Skanska felt that it needed to improve the overall performance of its service desk and response times.

Skanska started an ambitious selection process, conducting lengthy research on various market options, using the Internet to better understand what products were available. Bjorn Torfast, IT Project Manager for Skanska IT Solutions, takes up the story:

"We first looked at about 10 different systems, which we then quickly narrowed down to about 5. We met with each of the 5 suppliers and also visited their respective customer reference sites. At this point, we had a 3-horse race with Numara Software, LANDesk, and Epicor. We asked each supplier to respond to a very comprehensive tender, while we looked deeper into the technicalities of each product set.

After reviewing all three systems, we chose Numara FootPrints because its functionality matched our requirements specification perfectly. We didn't look at systems like BMC Remedy or HP OpenView because we were looking for a more medium priced product. In fact price was an important buying criteria and nothing could match Numara FootPrints price-to-performance capability."

Ease of implementation

Numara FootPrints was fully implemented and up and running by November 2007. Unprecedented in its ease of implementation and configuration, Skanska found the product to be the most comprehensive and flexible service desk management solution on the market today. In fact the implementation process was so smooth, Skanska needed only minimal help and support from Numara Software's local office in Sweden. In total the whole implementation process took about two and half

months, from selection to actual implementation and this met Skanska's overall IT project plan.

Numara FootPrints provides powerful workflow automation, ITIL compatibility, and advanced customisation options enabling Skanska to deliver a much higher-level of service to users. Response to customer request times have been significantly reduced and the company is now able to analyse these service requests and have a much better handle on prioritising and management reporting. Based on the information provided by Numara FootPrints, the company can immediately see where major priority issues need to be dealt with and resolved.

With being 100 percent web-enabled allows these reports to be posted over the Intranet to illustrate service success. Many users are also using Numara FootPrints e-Service which provides service immediacy across the organisation. Regardless of the service required customers can log requests, receive updates and interrogate the knowledge base. Numara FootPrints provides self-authoring tools as well as document wizards, which make knowledge base building quick and easy with structured access and tree-driven search capabilities.

Bjorn Trofast continues:

"...I must say that Numara FootPrints has been as good as we thought it would be. Today we have more efficient handling of support incidents, including integrated and automatic email functionality which is fantastic.

We can handle incidents more rapidly, and provide more meaningful and accurate information back to our users. Numara FootPrints provides excellent tracking and resolution of queries, which means that we don't have any gaps in our information. The standard product is incredibly flexible, so we can easily adapt it to the changing needs of our business.

In a fast moving industry such as ours with over 300 queries hitting the service desk in any given week, it is often hard to see the wood for the trees, Numara FootPrints has enabled us to provide a first-class service to our users, something that I am extremely proud of."



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About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.