

Norwegian Company, Unitron AS, Procures a Service Desk Solution For Now And The Future

When Unitron AS needed an efficient customer support system for its rapidly growing business, Numara FootPrints provided the answer to its problems.

Business Driver

Creating a service desk system from scratch to cope with the growing volume of customers, while providing a comprehensive overview of various customer enquiries.

Industry Sector

Information Technology (ASP and consultancy)

Why Numara Software?

Easy configuration, implementation, simple method for retrieving enquiries and customer history, and the overall reporting functionality of the product.

Business Benefits

Excellent customer support, flexible and easily modified system, better visibility of how the service desk is performing overall.

Background

Unitron AS, based in Stavanger in Norway, is an ASP provider and IT consultancy firm with 25 employees. It currently has around 2,000 customers, using its services connected via Citrix and other types of communication solutions. Unitron is focused on delivering solely to the local Norwegian market and not expanding beyond these boundaries and its capabilities, which is why there is only one office headquartered in Stavanger.

A Growing Business

Over the years, the company has witnessed rapid growth because it has stuck to this single focus and this has meant that as the business has expanded, so have the volume of customer enquiries, problems and incidents. As a result in recent years, there was a need for an efficient customer support system to pro-actively and efficiently manage this demand.

UNITRON[®]
- din IT-partner

I can, without hesitation, recommend Numara Software's range of products to other companies who may find themselves in a similar situation to our own.



After researching the market and various service desk products, Unitron opted for a solution from Numara Software, a leader in service desk management solutions. Tom Haugan is the Quality Manager at Unitron and also acted as the Project Manager overseeing the procurement and subsequent deployment of Numara Software's FootPrint's solution and he takes up the story:

"We needed a customer service system as we were not using anything like this previously. The number of ASP users has been growing all the time, resulting in a big increase in the number of support enquiries we receive every day. So, we started to look at some of the different service desk system suppliers. We opted for Numara FootPrints, mainly because of the system's great flexibility, both in terms of its configuration options and the other products that Numara sells, which can also be used along with Numara FootPrints, such as NetworkMonitor, Deploy and AssetManager.

Our customers basically run a variety of office packages, such as Office, ERP systems, accounting and billing applications, different drawing systems, email etc., so we need an efficient customer support system able to provide the relevant help across all these applications. At the moment, the telephone is the main channel for handling customer enquiries, but we have a facility for receiving enquiries via email and our website."

Remarkable results

The installation process went extremely well and Unitron's IT team and its service desk support technicians were very pleased with the many features of Numara FootPrints as well as the ease of implementation and configuration. Tom Haugan continues:

"We were very impressed with the user interface, very little time is needed to register enquiries. For example it is extremely easy to register and retrieve an enquiry, and it is also simple to track enquiry history. Additionally there are some great options available for producing customised reports. We are also delighted with Numara FootPrints output data in general, such as logs, reports and lists.

Implementation of Numara FootPrints couldn't have been more straight-forward and took only three days to be exact, including staff training. Of course, you are never really finished with changes, as the business evolves so do the demands on the service desk. New requirements and business wishes crop up all the time and you therefore need a service desk system that can be modified occasionally. But this is a minor task with Numara FootPrints which is easy to adapt. Additionally, it is also easy to adapt stored data to new circumstances."

Moving forward

Today Numara FootPrints provides Unitron with all the visibility it needs to deliver first-class support to its ever-expanding customer base. Since signing the deal and using Numara Footprints Unitron has seen a radical change in the way its Service Desk manages calls, resulting in strong results in meeting Service Level Agreement (SLA) targets.



"The future is bright! We believe that we will continue to be highly satisfied with the system for a long time to come. It is unlikely that our company will expand to the point where we can no longer make use of Numara Software's products.

Tommy Haugan
Quality Manager
Unitron AS



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.