

Delivering Cost Effective Procurement With Numara FootPrints

When Visma Proceedo was acquired, the company realised that it needed a new service desk solution to more effectively manage and respond to issues created by its on-demand customer procurement system. Numara FootPrints met the firm's needs perfectly.

Business Driver

An acquisition prompted a review of its service desk solution.

Industry Sector

Hi-technology

Why Numara Software?

A flexible service management solution which was quick to implement and could adapt to the changing needs of the business.

Business Benefits

Faster and more efficient response times, customer satisfaction enhanced.

Background

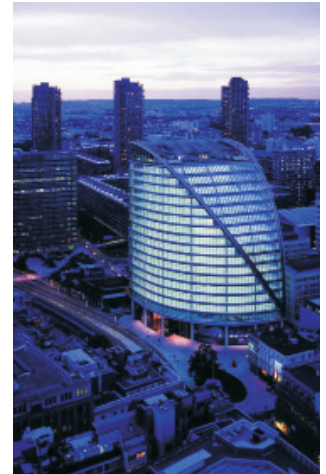
Visma has 2,512 employees predominantly based in the Nordic countries. Visma Proceedo AB is headquartered in Stockholm and is a division of Visma. Visma provides financial software and services to a broad range of customers and has the largest market share for accounting and logistics systems for medium-sized enterprises in the Nordics.

Visma Proceedo provides an application for on-demand procurement and invoice handling, available to both suppliers and customers, enabling organisations to more cost-effectively handle their purchasing, such as office supplies. In addition it provides support to the Visma Group, responding to customer issues and problems.

Visma Proceedo employs about 30 people and has quite a distributed service operation, with offices spread around the country. At any one time, Visma Proceedo services around 80 customers, but within this customer base there are several thousand users, however Visma Proceedo generally supports just the administrator users. First line support is provided by the Visma Group, while second and third line support is provided by Visma Proceedo, normally queries are based around Visma's financial services applications which Visma Proceedo helps to resolve.



Numara FootPrints is an innovative and very cost-effective solution that has enabled us to achieve our business goals.



Since installing Numara FootPrints in March 2007, it has already closed over 4,000 service incidents.

Acquisition prompts change

Visma Proceedo used to be part of a different business, Tele2, a big Scandinavian telecoms company, which was acquired a couple of years ago by Visma and is now part of the Visma Group. At the point of acquisition, Visma Proceedo realised that it needed to replace its customised service desk application which was in Lotus Notes and to deploy a service desk solution which was more flexible and provided better handling and control. The legacy system had a very rigid architecture and processes and it was therefore hard for the team to code and adapt to the changing needs of the business.

The firm undertook initial market research, to find a service desk system that would best fit their requirements and started discussions with Numara Software at the beginning of 2007. At this time, Visma proceedo reviewed demo versions of five different service management products in the market. The five were then short-listed down to two as Cajsia Ahlinder, Integration Specialist for Visma Proceedo explains:

***“When we started to review all the demo systems, we very quickly realised that three out of the five didn't support the hardware and operating systems that we had. We wanted to deploy on our existing hardware which is Linux with Oracle.*”**

Numara FootPrints 7.5 and another local Scandinavian product were the only two which did. The main reason we selected Numara FootPrints was because it was very competitively priced and extremely quick and easy to implement.”

Implementation in one week

To complete the implementation of Numara FootPrints took about a week. This included getting the systems completely configured and running. This was one of the key factors for purchasing the product as Numara FootPrints had considerably lower set up, and much less configuration involved, compared to other competitor products. Visma Proceedo installed the server and the Oracle database and the local Numara Software team was on hand to support during the process.

Since implementing Numara FootPrints in March 2007, Visma Proceedo has seen a number of benefits. For instance it can now separate out all the different projects and work orders. In addition the organisation is implementing an ITIL best practice framework and in order to meet its ITIL goals it is using Numara FootPrints to put in place more manageable, streamlined processes throughout the business. The powerful workflow automation tools and the usability features and advanced customisation options have made the product incredibly easy to use, adapt and configure.

Cajsa Ahlinder continues:

“We didn’t really have any decent measurements in the previous application so it is difficult for us to benchmark the improvements or benefits that we have realised with Numara Footprints. What I can say with confidence is that Numara FootPrints has given us the ability to automatically create service tickets based on emails. Additionally it has taken out a number of steps in our handling of issues. This means that we are much faster and more effective in resolving customer problems.”

Future plans

Moving forward, Visma Proceedo has plans to update to the latest version of Numara FootPrints 8.0. This latest release launched into the market in September 2007 will enable Visma Proceedo to enhance the functionality of the product even further and increase its operational efficiencies, reduce costs and more easily implement industry best practice and compliance standards.

Cajsa Ahlinder concludes:

“We work for large organisations like the Swedish Railway and it is critical that we are able to support their demands and respond quickly and efficiently – otherwise they will go elsewhere. Numara FootPrints is an innovative and very cost-effective solution that has enabled us to achieve our business goals.”



“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.”



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.