

## Roehampton University chooses Numara FootPrints to deliver campus-wide Service Desk project and student portal

Numara Software is enabling Roehampton University to deliver effective support for its staff and student community with its leading Service Desk solution, Numara FootPrints.

### Reading, UK, 31 March 2009:

Numara Software, Inc., a leader in service desk management solutions, announced today that London's only campus university, Roehampton University, has chosen Numara FootPrints as the basis for a multi-skilled Service Desk covering the university's key departments. Over the coming months Numara FootPrints will be deployed and will cover the 2,000 support calls it receives on a monthly basis from students and staff.

Implementing an effective campus-wide Service Desk to meet the needs of both staff and students has become a priority as Roehampton's service requirements have grown. The University's initial plan was to adopt a solution for its Estates Department, but it then realised that it could take a wider view and implement a multi-departmental solution that encompasses the whole campus including Estates, IT, Library, HR and Finance, as well as creating a portal for students.

Once the University had seen a demonstration of Numara FootPrints' capabilities, it decided that it should take a different approach to the provision of its Service Desk. Roehampton University consultant Toby Beehan, explains:

***"Our existing SupportWorks system only provides an IT help desk for the Estates areas. It has been partially successful but the University knew it needed to use a package with greater capabilities. We wanted a solution that we knew was going to be easy to use and manage. Having met Numara at a trade show, and subsequently seen a Numara FootPrints demo, we liked what we saw and then thought we should be considering a Multi-Project Service Desk. We are now very much at the planning stage but we are confident that Numara FootPrints will deliver the potential that we saw through the demonstration."***

Roehampton University has a large campus and currently receives around 2,000 calls a month to its Service Desk. It is now looking to take steps to reduce its service overhead by implementing the self-service password reset facility within Numara FootPrints.



***"We get lots of calls to the Service Desk that are not relevant to the Service Desk, such as people ringing up to check the progress of their projects. And lots of forgotten passwords."***

***One of the areas we know will make a difference and which Numara FootPrints will help us with, is the creation of a Studentzone portal as a first point of contact. This is going to be our next big project and we'll be working on it over the summer when staff and students are away to be able to deliver it when the new academic year begins in September,"*** says Beehan.

One of the qualities that Numara FootPrints is renowned for its easy configurability, and this is an area that Roehampton is looking forward to taking advantage of.

***"Our previous support solution was hard to configure, but that is not something we're expecting with Numara FootPrints which we know will be easily configurable. We are also looking to be able to produce reports more effectively than we have been able to do in the past,"*** says Beehan.

Roehampton University expects to begin training in April 2009 in using Numara FootPrints with implementation due to start a couple of months later after summer term has ended, ready to service a new intake of students in September.

For more information on Numara FootPrints, please visit [www.numarasoftware.co.uk](http://www.numarasoftware.co.uk)



### 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.