

Famous Brands Upgrades to Track-It! Version 8 – and enjoying every moment

With a dominant footprint in the South African market and a strong presence across Africa, Famous Brands Limited is South Africa's leading Quick Service Restaurant company, serving tens of millions of customers every year. Its stable includes powerhouse brands including Steers, Wimpy and Debonairs Pizza, with outlets stretching far and wide across South Africa.

With a thousand franchise stores spread across the country, lending IT support is a major challenge for Arthie Roopnarain, helpdesk coordinator at the Famous Brands head office. "My main challenge is providing support to a fragmented company. My team of eight has to rely on a central helpdesk console to service almost 400 users, so we try to automate as much of the helpdesk process as we can."

This is what initially drew Famous Brands to Track-It!. The company has been enjoying use of the software since Version 4.1. Improved helpdesk process, feedback on deals, and comprehensive reporting drove Arthie's decision to upgrade to Version 8, which has been in use for three months. "My immediate impression of the upgrade is that administration is easier, with the console providing me with comprehensive lists of current helpdesk activity. And the user-friendly interface makes it easy for me to find what I'm looking for," says Arthie.

Track-It! 8 also obliges technicians to log calls before attending to the problem. This prevents duplication of tasks and enables better time management at the helpdesk and, considerably cuts down the time-to-resolution of problems. Users have warmly received the automated response system, as it acknowledges receipt of their request and sends a notification of when a technician can be expected to attend to the problem.

One of Arthie's main challenges at the helpdesk is her small team of technicians. With Track-It!'s comprehensive reporting on the support function's activities, Arthie can report back to management with quantified information and give them an overview of work done by the helpdesk. The information gathered by Track-It! can then be used to inform management decisions on extra support staff appointments, and clearly illustrate the expected gains.

The helpdesk team had an initial problem during implementation of the new version. Arthie gave the local Numara office a call, which advised her to install a software patch. "Once we had installed the patch, we had an otherwise faultless implementation. We haven't experienced any problems since – the Track-It! system is stable and reliable. In short – just what I was looking for!"

The next step for the Famous Brands helpdesk is using the Asset Manager module. "We plan on bar-coding all our IT



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assets at the head office. This will enable online data purchases of new equipment and software, and give us an idea about the depreciation of our IT assets."

This plan extends beyond the head office. "Ideally, we want to employ the Asset Manager in our franchise stores, so we can keep track of each store's IT assets, especially at point-of-sale. We may extend this to keep track of all assets at each store, IT and others. If you keep in mind that Steers alone sells over 26 million burgers each year, it's obvious that the franchise stores have a lot going on. They don't want to be encumbered by laborious IT upkeep, and there's no way our technicians can get to every store with an IT-related problem," says Arthie.

"By using the Asset Management functions of Track-It! in our franchise outlets, we will be able to remotely assist outlets from the head office, freeing up valuable time for outlet staff. They can focus on the vital job of making great food, while Track-It! assists the helpdesk in ensuring that all systems are running. Track-It! is set to remain a key part of everyday helpdesk life," she concludes.

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Arthie Roopnarain – Helpdesk coordinator, Famous Brands