

Hinchingbrooke Health Care NHS Trust: Relying on help desk functionality from Numara Track-It!

When Hinchingbrooke Health Care NHS Trust needed to upgrade its existing, practical, easy-to-use help desk solution, it chose to look no further than what it already knew best, Numara Track-It!

Business Driver

The need for an effective, simple-to-use, quick-to-implement help desk system.

Industry Sector

Public Sector (NHS)

Why Numara Software?

Ease of use and functionality; future adoption of KnowledgeBase for users and technicians.

Business Benefits

With up to 1,500 users and 1,100 support calls a month, Hinchingbrooke NHS Trust needed a help desk system that it could depend on, was easy to use and which offered the prospect of adopting future features.

Background

Hinchingbrooke Health Care NHS Trust provides health care for the people of Huntingdonshire and surrounding areas. More than 161,000 people rely on the hospital for a range of services. In the Healthcare Commission's Annual Health Check the Trust was reported as having an annual income of around £63 million.

The hospital is a modern purpose-built building opened in 1983. It provides a wide range of services, many in conjunction with nearby Addenbrooke's and Peterborough hospitals in Cambridgeshire.

The hospital has 266 beds, including 24 specifically for day cases, alongside 23 cabins located in the Treatment Centre, and the £22 million unit which opened in November 2005.

The hospital also has a £1.2 million Medical Assessment Unit. A growing number of joint appointments are being made with Addenbrooke's Hospital and an increasing number of referrals are now coming from family doctors in areas which traditionally have referred to Addenbrooke's.

Successfully completing a necessary help desk upgrade

Hinchingbrooke knew that it needed to upgrade its existing Help Desk system, an earlier version of Numara Track-It! which was installed five years ago to

Hinchingbrooke Health Care 
NHS Trust

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replace an Access database. Like many Trusts, the Help Desk is at the heart of the hospital, dealing with technical problems which may impact clinical care if they are not sorted out quickly and without fuss.

The Help Desk logs around 1,100 calls a month for between 1,200-1,500 users in a range of departments: clerical, administration, local GP surgeries, doctors, nurses and secretaries. Of the 400 calls which cover an average month's volume, solving the technical problems of GP's surgeries account for a quarter of the workload, with the remainder generated by the hospital.

The demands of integrating with the Government's National Programme for IT (NPfIT) is also increasing IT's workload. Desktop Service Manager Barry Patton takes up the story:

"We first started using Numara Track-It! five years ago. Our IT Manager who installed it at the hospital has now moved on, but we've used the product ever since. It still did everything we wanted but we were looking to upgrade as our demands were becoming more complex.

We looked at other products, but eventually concluded that we probably just needed a new version of Numara Track-It!, "Why change a product that already did everything we needed?" So we decided to upgrade to the latest version of the software."

Hinchingbrooke's main purpose for using Numara Track-It! is to organise the smooth operation of the Trust's Help Desk. The Trust has a centralised contact centre which takes the calls, with two operators inputting the calls into Numara Track-It! The Desktop Service team then pick up all the calls with everyone else in the 20-strong IT team playing their part in resolving them. Barry Patton continues:

"All email notifications and incidents go into Numara Track-It! and the frontline team then allocate it to Desktop Services. If necessary, the Desktop Services team will then escalate the call to 3rd Line Support."

Taking advantage of Numara Track-It! features

A key factor in Hinchingbrooke's continued use of Numara Track-It! is its easy usability, with a user interface that customers are familiar with. Barry Patton explains:

"The new version of Numara Track-It! has a very nice Outlook-like view to it, which is familiar and reassuring. Most of the functions are similar to Microsoft Office. For us, this familiarity of usability is important. The key item is around logging the calls and for now, we're keeping that simple. Further down the road, we'll probably be offering web-based access for the users."

As well as using Numara Track-It! for monitoring calls, we're now extending our use of it as an inventory tool. The Trust has a register of everything that's purchased, but there are times when we want to be able to find out more information about a device or programs. For example, we are trying to develop an asset management facility that will discover where versions of Microsoft Project are being used. Microsoft Project is not available as free software for the NHS under existing licence agreements and it's quite expensive, so we need to see how many installations of it there are, and why it's being used. Any new kit that's been bought we've started to log in the Purchasing section. Before it was logged on spreadsheets, but now we can customise all the fields, which is great."

Looking Ahead

With implementation now well underway, Hinchingbrooke Health Care NHS Trust is now beginning to consider the future services it wants to offer through Numara Track-It! The excellent support it has received from Numara Software will continue to be very important, says Patton.

"From implementation, Numara Software has been fantastic. We've been very impressed. We're very keen now to start using facilities such as the self-service password reset function. Password resets account for 5-10 percent of calls, and that number always increases after bank holidays. Even for clinical systems, people forget their passwords. This adoption of self-service was a big selling-point for us for the upgrade of Numara Track-It! and we're looking forward to using it."

Numara Track-It! is a very good product in that it does just what we need. I think it excels in its simplicity and it doesn't try and over-complicate things for the user. We like the usability and overall we're very happy with it. For now, we're only using the product within the IT environment, but we may eventually consider using it in other departments."



"We first started using Numara Track-It! five years ago and it was probably time to upgrade. We looked at other products, but eventually concluded, 'Why change a product that already did everything that we want?' So we decided to upgrade to the latest version of the software. It is a very good product that does everything we need. I think it excels in its simplicity, and doesn't try and complicate things. We like the usability and overall we're very happy with it."

Barry Patton,
Desktop Services Manager,
Hinchingbrooke Healthcare NHS Trust



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.



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