

## Milton Keynes College: A long standing relationship with Numara Track-It!

When the rapidly expanding Milton Keynes College needed a more comprehensive help desk solution to look after its evolving support needs, it looked no further than to upgrade its existing solution, Numara Track-It! to the latest version.

### Business Driver

Rapidly expanding student and campus staff requirements meant that the college needed to find a more comprehensive help desk to support its needs.

### Industry Sector

Education

### Why Numara Software?

Functionality, customisable templates and self service capabilities.

### Business Benefits

Numara Track-It! delivers the automation to enable the college to cost effectively manage the requests of over 15,000 students without having to invest in more manpower.

## Background

Milton Keynes College is a general further education and training college, serving the Borough of Milton Keynes. It also serves the surrounding areas (northern Aylesbury Vale, south Northamptonshire, North East Bedfordshire and North West Oxfordshire.) The college also provides tertiary education to Foundation Degree level. With over 15,000 students, a mix of part-time and full-time, it has campuses in Bletchley, Chaffron Way and at Kiln Farm. It has sporting academies in basketball, football, badminton, korfbal and netball. The college is in partnership with the University of Bedfordshire and some of the college's students take their final year at Luton. The college recently swept the board at a national competition to find the best young designers in the UK and is recognised as one of the leading education departments across the South East of England.

## A history with Numara Track-It!

Milton Keynes College has two main campus sites, Bletchley and Chaffron Way. With 6,500 full-time students at the college every day and over 1,500 employees and 2,000 computers, the demands on IT are many and varied.



*Numara Track-It!  
is an excellent  
product and  
does exactly  
what you would  
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more.*



The small IT department which comprises 18 staff, only one of which is dedicated to the College's help desk, receives over 10,000 support calls a year, which equates to over 800 calls a month. The other technicians in the IT department provide a mix of second and third level support, as well as working on other IT projects and implementations.

Four years ago the college installed the leading help desk product from Numara Software, Numara Track-It! in order to automate the support it was providing to its students and staff. Numara Track-It! is the world's most widely installed help desk and asset management solution and it provided the college with the tools required to meet all its basic support needs and manage queries from users, allowing the IT department to populate a help desk database with requests from users for IT service.

However, over the years, as the demands of the college have grown, so have the volume of issues and the complexity of the IT requests and as a result, about 18 months ago, the decision was taken to upgrade from Numara Track-It! 7 to the latest version. Peter Drage, IT Manager for Milton Keynes College, takes up the story:

***"Most of our systems run on a Wintel platform with Wintel services, although we do have some Linux applications. We have a mix of PCs and MACs and for many years the MACs were effectively outside the scope of IT and the IT department could only really support the PCs. Now that we have upgraded we can provide a comprehensive service to all IT users regardless of the operating system."***

## Encouraging users to help themselves

In particular, the self service facility has been widely adopted by the College and today about 30 percent of incidents and problems are handled via self service. Peter Drage continues:

***“Our future intention is to remove email altogether and for everyone to work through the self service interface. Demands on the help desk vary from the simplest of requests such as password resets to managing quite sophisticated IT projects. The more we move users towards self service, the more efficient and effective our support will become. We will be able to focus on the more technically challenging problems, leaving savvy users to resolve some of the simpler issues themselves.”***

Numara Track-It! delivers a newly redesigned user interface (UI) which is incredibly intuitive and easy for the college to use. It also provides great accountability for the IT department, and is now a single source of information for the college providing great visibility. Additionally Numara Track-It! provides a customisable management dashboard and a new Smart Client. The IT department now has the ability to see and manage the ‘college world’ in its entirety. With its asset tracking templates for different classes of hardware tracking, Numara Track-It! makes the management of assets across multiple sites easy. Additionally, the college also uses the bar code module to track assets and this has proved extremely effective for audits.

With a total of 11 sites being supported, as well as 11 prisons in the area, where the college supports a number of local training initiatives, the organisation is really supporting the equivalent demands of a medium-sized enterprise business. Peter Drage continues:

***“I sometimes think that we forget that the size and scale of our IT requirements are really the equivalent of an enterprise business and that we are not just some small Mickey Mouse outfit.”***

## Moving forward

The college has undertaken work to develop the interface between Numara Track-It! and Microsoft Active Directory customising the help desk to suit its own requirements. In doing so, it has been pleased with how easy it is to make changes to the templates within Numara Track-It!

Future plans include the college implementing ITIL, the best practice framework. The college is unlikely to have the time or the resources to implement the framework in its entirety, more likely it will cherry-pick the parts that are most suitable for the organisation.



The ongoing relationship with Numara Software is excellent and Milton Keynes College plans to work with Numara for the foreseeable future as Peter Drage concludes:

***“Numara Track-It! is an excellent product and does exactly what you would expect and more, and it is extremely competitively priced, which has always been a key consideration for the college.”***

***This and the fact that we have a very strong relationship with the company are the main reasons that we have not looked to switch to other vendors or products over the years and I can’t see this changing in the future”***

Peter Drage  
IT Manager  
Milton Keynes College



### 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.