

## Gaining a complete picture of support with Numara Track-It!

When Rouse & Company decided it needed a high level overview of its service and support, across multiple territories around the world, it turned to Numara Software for help.

### Business Driver

Rouse & Company was looking for a single centralised system to offer 24/7 support to all its disparate offices scattered around the globe.

### Industry Sector

Legal Services, Intellectual Property Rights.

### Why Numara Software?

Advanced usability, customisation, automated rules-based e-mail management requests and the ability to view work order Service Level Agreements (SLAs) by technician.

### Business Benefits

Average number of calls per month exceeds 700 and the IT team is able to resolve all calls within 4 hours delivering a more proactive service to the business.

### Summary

With offices in far flung corners of the world, Rouse & Company needed to have greater visibility of the service it was providing to end users. With a myriad of IT solutions supporting the business – from disparate help desks to separate systems to support queries for other departments such as Human Resources and facilities, in a variety of countries - the firm's IT staff lacked the ability to log problems under one system. As the volume of requests for support grew, so did the need to have one centralised system and a single consolidated view.

Today with Numara Track-It! Rouse & Company now has its help desk under control and is able to meet its SLAs and provide better support to 500 employees around the globe. Improvements in response times have been dramatic and the central IT department based in London is now in control of support requests.

### Background

Established in 1990, Rouse & Company provides a full range of Intellectual Property Services from registration to commercialisation to enforcement. The firm has a team of more than 500 employees, comprising of lawyers, patent and trademark attorneys and specialist IP investigators, working in 15 offices around the world, providing a full range of IP services.

Rouse & Company has offices in China, Hong Kong, India, Indonesia, Philippines, Thailand, UK and UAE and as a result the IT department and infrastructure had started to become quite fragmented.



*Of all the Help Desks that we looked at Numara Track-It! was clearly the one that met all our requirements.*



### Offering support 24/7

Rouse & Company's main IT operations are centred in the London office, based in Docklands where it has 40+ virtual servers and 25 physical servers. The IT team comprises of, 8 IT staff, 2 individuals dedicated to full-time support, with another lead member of the IT team based in the company's Oxford office.

In the UK offices, support is provided between the hours of 8am and 6pm, but with offices dotted in various locations in Asia and Australasia this level of support was proving to be inadequate. Therefore, in order to provide equivalent levels of support in all other territories, the company needed to hire local IT support staff. These technicians would use public folders to log queries and problems, but invariably the local technician would deal with their own issues, emailing the UK to provide an update on the progress of the problem.

### An Expanding Business

As the business expanded, the volume of support incidents started to grow, and as a result it was deemed no longer appropriate or cost effective to have IT staff working in country silos and operating disparate systems. The company decided that it needed to have a centralised system delivering one single consolidated view. At the same time, Rouse & Company wanted to offer 24/7 support and to introduce measurable SLAs so that it could monitor and track response times and have a strategic view of what was going on around the world at any given time. Michael Walker, UK IT Manager for Rouse & Company takes up the story.

***"Our main IT infrastructure is based in the UK and we tended to be quite UK centric in terms of our support. As a result most of the other offices around the world were finding their own solutions to problems with local support. This was proving to be quite a costly and time consuming exercise and didn't allow for any knowledge sharing. We were unable to do any trend analysis or collectively resolve issues with the old system."***

***"In addition, it is fairly typical for lawyers to move around from department to department, from case to case, so it was important to us that we not only resolve issues quickly but that we also have the ability to keep track of assets."***

## Finding the Right Partner

In early 2008, Rouse & Company went through quite an extensive exercise in researching the market and short-listed a couple of preferred suppliers, Numara Track-It! being one of them. All competitive products were thoroughly evaluated to the extent that Rouse & Company even visited Numara Software's Birmingham office so that they could see the product in action and also meet the team. Walker explains:

***"We installed a trial version of Numara Track-It! and ran a number of call tests, basically to try out the system and to see if we could break it. We also put together a whole list of questions and visited the Birmingham office. We wanted to see the product from every angle and to understand how other businesses were using it. As a result, we got an excellent overview of what the product could do. Of all the help desks that we looked at, Numara Track-It! was clearly the one that met all our requirements."***

## A Staged Rollout

In February 2008, Rouse & Company decided to trial Numara Track-It! in its London office before rolling it out fully. Shortly following the trial, Rouse & Company expanded Numara Track-It! out across both the London and Oxford office. Since then the company has purchased additional licences and has now installed Numara Track-It! in Hong Kong, three offices in China and is planning a rollout in Jakarta.

***"In today's current climate, lost billable hours are simply not an option. We therefore needed to plan very carefully, taking the rollout one step at a time, country-by-country."***

Walker continues:

***"SLAs per division, per department were one of the areas that we started using straight away, following implementation, and the alerting and escalation functionality in Numara Track-It! has helped us no end. By setting up business rules for escalating and routing work orders through the email Request Management facility, we have seen dramatic improvements in the process of handling support requests. We use the automated system, which monitors incoming emails, automatically allocating a technician to the call and when this happens an SLA is applied immediately and we can start to track and monitor how long it takes us to resolve the problem."***

## Now and in the Future

Today the IT department is handling over 700 support queries a month and the average time to resolve these calls is within 4 hours. Rouse & Company plans to roll out Numara Track-It! to all 15 offices around the world in the coming few months. The firm has just purchased Self-Service and is currently determining timescales for a global roll-out.



***"What I needed was total transparency in order to monitor all the regional offices and to be proactive in resolving problems. Numara Track-It! has enabled us to achieve this and as a virtual team working in 15 different offices, we are now much more effective."***

Michael Walker,  
UK IT Manager, Rouse & Company



### 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.