

Spectrum Housing: Bringing The Organisation Together With Numara Track-It!

When the newly merged public sector housing group Spectrum Housing needed a more comprehensive help desk solution to look after its evolving support needs, it upgraded to Numara Track-It! Enterprise.

Business Driver

As a result of a merger in 2007, the housing group needed to upgrade its system to handle the increased volume of queries and the growing complexity of its IT environment.

Industry Sector

Public Sector (Housing Association).

Why Numara Software?

Overall ease of use, functionality, an automated and integrated approach.

Business Benefits

Numara Track-It! Enterprise delivers the automation and integrated tools necessary to enable Spectrum Housing to cost-effectively manage its IT assets and deliver superior end user support .

Background

Spectrum Housing Group is a Registered Social Landlord (Housing Association) registered with the Industrial and Provident Society and the Housing Corporation. The result of a merger in 2007 between Signpost and Spinnaker Housing, Spectrum Housing owns and manages over 16,000 homes, maintains a further 30,000 properties and will be developing in the region of 700 homes a year across the South and South West of England through Source Development Partnership.

The newly formed group comprises of Medina Housing Association, Western Challenge Housing Association, Signpost Housing Association, Signpost Care Partnerships, Signpost Homes, Signpost Services and finally the Source Development Partnership. Spectrum's aim is to be recognised and respected for providing quality homes and housing services to the community.

A history with Numara Track-It!

Two of the merged housing associations, Medina and Western Challenge, had been using the leading help desk solution Numara Track-It! 7.0 for over five years. This technology was providing each organisation with the basic needs and tools to manage queries from end users, allowing the IT team to populate a help desk database with requests from users for IT service. Additionally Numara Track-It! was also providing them

Spectrum
 housing group



Numara Track-It! has been a great asset in driving the Spectrum IT infrastructure forward and has enhanced the vision of where we want to be as a group IT department.

with the facility to record and discover its IT assets in an inventory database, providing the IT department with control over what assets it had on the network, which enabled the team to carry out regular audits.

Following the merger in 2007, the IT department realised that the needs of the organisation were changing and growing in complexity and it decided to completely upgrade to Numara Track-It! 8.5 Enterprise Edition, with the aim being to install the new help desk solution in a Citrix environment. As part of the upgrade, the plan was to bring its new partner, Signpost Housing, into the implementation, thus enabling consistency in work patterns throughout the new organisation.

The rationale for upgrading

Numara Track-It! Enterprise offered Spectrum Housing a comprehensive feature set which included: help desk, asset auto discovery, inventory, auditing, software licence management, reporting and security. A full cost analysis was undertaken to justify the upgrade and Spectrum Housing concluded that by installing Numara Track-It! Enterprise, it would be able to:

- Better manage its assets across the whole new group
- Be in a position to carry out on-demand audits
- Proactively manage all of its software licences
- Help the organisation remain accredited to the independent FAST Standard for Software Compliance, which it has just recently been achieved
- Provide one single database, accessible to all Group IT users
- Run more advanced reports including Service Level Agreement reports, by using the integrated copy of Crystal Reports XI to produce this management information

Finally, it would also allow the IT team to manage and record its IT change control, which is an integral part of the business. Andrew Wade, IT Support Technician for Spectrum Housing explains why the upgrade was deemed to be a real advantage to the business:

“One of the key factors in justifying the costs of the upgrade was around what the Software Licence module could bring to the organisation. This was considered to be a great tool, helping the Group meet our legal obligations, and keeping our licences up-to-date . We felt that an enforcing body could knock on the door at any given time, so it was therefore critically important to us that we were, and continue to be, compliant. We felt that it would also reduce the risk of excessive spending and over-licensing and this benefit alone could see Numara Track-It! Enterprise paying for itself.”

The benefits speak for themselves

Numara Track-It! Enterprise would also allow Spectrum to have all its assets in a single, more manageable database and most importantly, would enable the IT department to deliver a more efficient service to the organisation. In late 2007 the decision was taken to upgrade and since then, Spectrum Housing hasn't looked back, according to Andrew Wade:

“Numara Track-It! has improved our help desk service through its ability to allow users to log their own requests by email and check the status of these requests online. It also allows us to recognise trends in certain users' requests and identify whether they require training. We have also set SLA priority levels against timescales which reflect when a user can expect their task to be completed or addressed. And we can now run reports to manage the performance of the help desk as well as the volume of calls and type of calls coming in.”

A decision worth taking

Today, Spectrum Housing has all of its IT assets, across the entire Group, in a single database, which brings the Group closer together in the way that it works, making the organisation more effective. Spectrum is currently in the process of populating all of its software licences into the software licence module. Once it has all this information contained within Numara Track-It!, this will make future purchases of licences easier to manage. Additionally, the IT projects team are investigating ways to manage their projects across the Group, and are confident that Numara Track-It! will be able to assist them.



Moving forward, the Housing Association is planning to roll out the Self Service module to all users across the Group. The organisation is also working towards achieving the FAST Platinum award and Andrew Wade believes that Numara Track-It! has been instrumental in this process:

“Numara Track-It! helped the organisation to achieve its FAST Gold award for Software Compliance in 2007 and it will be a key part in achieving FAST Platinum. Summing up, I believe that Numara Track-It! Enterprise will be a great asset in driving our IT infrastructure forward. We have already seen some substantial benefits and will carry on doing so for many years to come.”

Andrew Wade
IT Support Technician
Spectrum Housing Association



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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