



Open Logic: Delivering a tangible return on investment with Numara FootPrints

When IBM® WebSphere® specialist Open Logic® needed a service desk and configuration management database (CMDB) to support its growing list of clients, it chose Numara® FootPrints®.

Open Logic was founded in 1997 by Craig Smith and Paul Collins with a simple goal: to achieve technical excellence in everything it does. It believes that modern software projects are complex and can only be achieved by having the very best technicians. Open Logic has been featured in the Sunday Times Tech Track 100 for the second consecutive year in a row.

Open Logic originally built an enviable reputation specialising in VisualAge® Smalltalk and through partnering with IBM began delivering large-scale Object-Oriented projects using this technology. Its early work included a call centre application for Banco Nazionale Del Lavoro and work at Coca-Cola® and Burmah Castrol. The emergence of IBM WebSphere Portal Server has presented a new opportunity for the business and initial success at Oxfordshire County Council led to further portals at BDO Stoy Hayward, Cable & Wireless and TNT amongst others, and Open Logic is now established as the UK Leader in delivering WebSphere Portal solutions.

Taking first steps towards adopting Numara FootPrints

As an IBM business partner, Open Logic works closely with a number of IBM software products, notably WebSphere portal solutions and some Lotus® products. As part of that role, and to help provide the support it offers to its customers, Open Logic needs to know what software is installed on its clients' networks.

Since 2006, Open Logic had been using Numara® Track-It!® as a solution to simplify the management of its own help desk, as Open Logic's IT manager Matt Wheeler explains, "We've used various different help desks in the past, and we wanted one that was reasonably priced. We did a Google search and found solutions like FrontRange® HEAT® to be way too expensive for our needs. We liked Numara Track-It! and started using it, as the software fit our requirements.

IN BRIEF

Industry

IT Software & Services

Business Driver

A need to effectively capture and store details of software and hardware assets resident on customers' networks.

Why Numara FootPrints

The flexibility to allow Open Logic and its team of consultants to track and monitor the hardware and assets held by its customers; ITIL and process-flow friendly; the ability to track service calls across a range of clients; effective reporting.

Business Benefits

The use of Numara Software CMDB enables Open Logic to have a closer understanding of the topology of its clients' software estate meaning it can provide a more comprehensive service and can track assets more effectively. As a result of implementing Numara FootPrints, Open Logic has won two major support contracts worth £100,000.

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Matt Wheeler

IT Manager
Open Logic

“However, at that time, we didn’t have to support our customers too. Now we are, and so we needed to think about using a system that could effectively support multiple customers as well as a CMDB to track our own assets more comprehensively. When I spoke to an account manager at Numara® Software, he suggested moving to Numara FootPrints.”

Adopting Numara FootPrints CMDB

After using Numara Track-It! since the end of 2006, Open Logic found that as its business had grown and that it needed to provide support to its clients and to have an accurate picture of the assets those clients are using, it was the right time to move to Numara FootPrints which happened in July 2008.

Open Logic currently receives around 20 calls a week from its customers, a rate that equates to around 1000 calls a year. It has a team of 31 technical staff currently supporting separate projects and service level agreement (SLAs) for seven major customers, as well as doing development work. Previously when it came to tracking assets, Open Logic had used a basic solution; now it needed a CMDB.

Wheeler explains Open Logic’s new requirements, “We are not a large company. So for asset tracking, it was fairly easy to put it all into a spreadsheet. Now when it comes to tracking devices and software installed on clients’ systems, we use Numara FootPrints CMDB. If we didn’t use the CMDB, we’d lose track of who has what. We are all technical here. The majority of us are consultants and everyone tends to have complete freedom of their laptops.

By using the CMDB we can track all the different versions of software that IBM releases and which our developers are using.

The CMDB gives us the ability to track everything effectively as soon as it comes into the system. For example, the CMDB is good way of being able to track assets such as business mobile phones. We can track SIM cards and serial numbers as well tracking laptops.”

A need for an ITIL-friendly solution

Another reason for Open Logic’s choice of Numara FootPrints is its compatibility with the ITIL® service management framework, which has seen the organisation’s consultants become more process driven, notably around incident and problem management. As the business has grown, it has moved to an ITIL way of working and has become very much more process-driven.

“Currently, we are using Numara FootPrints for incident and problem management internally, and as a Service Desk for customers, who can call us directly, send in emails or alternatively submit incidents and use the self help by logging in directly,” says Matt Wheeler.

“We then generate service level reports which are sent out automatically for our clients through Numara FootPrints. We are very happy with the software and expect to build on its functionality and versatility in the future. Additionally, we have found a way to use Numara FootPrints as a budget tracker, enabling us to budget how much we’re spending on hardware.”

Delivering a Return on Investment

Open Logic’s investment in Numara FootPrints is already paying significant dividends with the recent win of two major bids to provide IT services.

“Utilising the capabilities of Numara FootPrints means we have been able to win two £50,000 support contracts which have given us a significant return on our investment in the software. Our adoption of Numara FootPrints now means we are able to respond to and meet more rigorous service level targets,” says Wheeler.

“We had originally used Numara Track-It! because we wanted a simple to use help desk together with asset tracking. Then we moved to Numara FootPrints because we have adopted the ITIL way of working and we needed to take advantage of Numara FootPrints process and workflow capabilities. We are very happy with Numara FootPrints; the reporting is superb, we are able to track everything effectively as soon as something comes in, and we are already seeing a return on our investment having just won two major contracts worth £100K.”

Matt Wheeler
IT Manager
Open Logic

Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.

