CASE STUDY

" The benefits include automated processes, powerful reporting and increased operational efficiency, visibility and control. We are seeing a rapid ROI thanks to the speed of implementation. "

UNION STREET

Client
Union Street

Industry
Telecoms

Services
TeamStart rapid implementation

Challenges
- Replace aging system with future proof ITSM
- Implement Call, Incident, Change, Problem and Request
- Improve service levels

Key Benefits
- Go live in 8 weeks for rapid ROI
- Improve engineer productivity
- Deliver faster, more agile support service

Union Street goes live on ServiceNow with TeamStart to drive continual service improvement

Executive Summary

Union Street Technologies is the UK's leading provider of telecoms billing and provisioning solutions. It has worked with TeamUltra to implement ServiceNow in less than 8 weeks using the rapid implementation service, TeamStart. Alongside a rapid ROI, Union Street now benefits from greater process automation, improved operational efficiencies and enhanced visibility over service performance.

Replacing a legacy ITSM system

Union Street has a market leading position in the UK's telecoms channel. Its aBILLity™ billing software is used by a large proportion of communications providers to manage, provision and bill services for end user customers. High levels of availability and rapidly responding to client support calls are vital to maintaining the company's reputation for excellence.

In order to future proof its support and service delivery capabilities, Union Street recently undertook a review of internal processes for managing its clients' service requirements. This included investment in a new IT Service Management (ITSM) system. Rob Bristow, Operations Director at Union Street picks up the story:

"We had been using an in-house service desk platform but realised that as part of an on-going business transformation at Union Street, we needed a different approach to ITSM that would underpin the next 5 to 10 years of growth. We considered the buy vs build decision before looking at over 100 systems from enterprise scale service management systems to simple call logging solutions.

We eventually chose between two leading service management systems. Despite having prior experience within the team of one of these systems, ServiceNow ticked every box on our requirements list.

Our research confirmed that ServiceNow is a reliable, robust and scalable ITSM system with superior ITSM capabilities that would enable us to become more proactive in managing support queries. It had the automated processes that we wanted to introduce and it was beneficial that it followed an ITIL-based framework.*

As a cloud based system we were also impressed with the minimal ongoing maintenance required and ServiceNow's commitment to future product development."
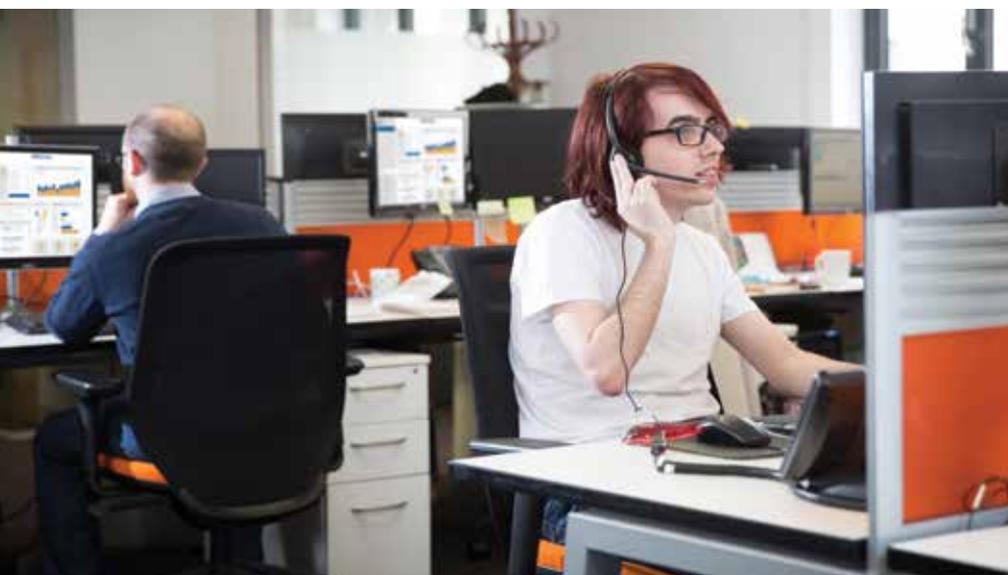
8 week go-live

Union Street was introduced to ServiceNow Preferred Solutions Partner, TeamUltra. Bristow continues, "The fixed price nature of TeamStart made it easier to sell the project internally as it offered a rapid implementation with little risk of budget over run.

"We realised from the early stages of the project that the faster we could complete the implementation, the quicker we would start seeing the benefits, and crucially, the lower the impact on our day to day business.

TeamUltra's consultants worked with us to understand our requirements and then using pre-configured templates, the ServiceNow instance was configured to our specific requirements.

> " *The robust ITIL-based processes allow us to operate our service desk according to ITSM best practices, driving how we manage calls and incidents from the moment they are captured through to resolution.* "

"We were able to go-live on Call, Incident, Change, Problem and Request in around 8 weeks. This is impressively quick for the IT industry and quite an achievement given the timescales that we set ourselves. This is testament to the hard work of the entire project team.

"ServiceNow was initially implemented for 20 support staff that are split across the Service Desk, End User Support, Technical Management, Problem and Application Management. The ITSM platform has been instrumental in better managing the incident queues across these teams.

"95% of calls come from Union Street clients with the remainder relating to internal IT support issues. All calls are immediately logged in ServiceNow as an Incident or service request. ServiceNow prompts the service desk agent to ask for the correct information so that each call can be categorised correctly.

"We have built a large number of Fast Calls which enable us to log a call in seconds which helps drive up operational efficiency. Automated processes then ensure the ticket is routed to the most appropriate group within the specialist support team."

The next stage will be the introduction of a skills matrix which will allow even more sophisticated routing of incidents to take place. Union Street is also implementing a project management application with assistance from TeamUltra, and future plans include implementing Configuration Management.

Saving one hour per person per day

Although it is early days for the introduction of a new ITSM system, the indications are that ServiceNow is having a major impact on the business, as Bristow notes:

"The main benefits that we get from ServiceNow include automated processes, powerful reporting and increased operational efficiency, visibility and control. We are also seeing a rapid ROI thanks to the speed of implementation.

"The automation contributes to a saving of one hour per engineer, per day and this is time that they can spend on resolving Calls and Incidents.

"As our customer base grows, inevitably so too does the volume of service requests we receive from our clients. Despite this increase our incident backlog is actually falling dramatically as users experience better service and we are able to close tickets more efficiently. This is particularly important as previously the only way we could influence the backlog was to call upon internal resources such as our training team which took them away from core duties.

"The robust ITIL-based processes allow us to operate our service desk according to ITSM best practices,

"Introducing ServiceNow has enabled Union Street to deliver a better, more responsive service to our clients."

driving how we manage calls and incidents from the moment they are captured through to resolution.

"We report on service performance to the board on a monthly basis. TeamUltra built a set of reports which give us greater control over our business. We can analyse our support calls, proactively identify any patterns and respond appropriately, for example, establishing where we can offer a client extra training, or feeding back new ideas on features into our product development roadmap. This insight plays a key role in our commitment to continual product and service improvement.

"Once ServiceNow has fully bedded in, there is potential to expand its automation capabilities to other areas of the business, which would allow us to leverage our investment whilst profiting from the introduction of automated best practices.

"The level of ServiceNow expertise that we have been able to tap into with TeamUltra is impressive. The consultants that worked on our implementation were highly knowledgeable and whatever query we had, they always had an expert available to advise us. There has also been a good knowledge transfer throughout the course of the project too.

"Introducing ServiceNow, in combination with the introduction of new processes and practices within the organisation, has enabled Union Street to deliver a better, more responsive service to our clients. I would recommend TeamUltra to companies that are looking to introduce a new ITSM platform that can make a rapid impact on the business. It has helped us to develop a faster, more agile support service and ServiceNow is now a key component of our goal of delivering the highest possible standards for our clients."

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What can TeamUltra do for you?

TeamUltra is the UK's leading ServiceNow Partner with over 300 projects and implementations.

For more information about TeamUltra's range of ServiceNow services, Custom Apps and value added solutions such as Remote Support, Mobility, Event Management, Analytics & Reporting, please contact us:

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