

Dansikring Direct resolves problems rapidly with Helpdesk.Easy and IBM Lotus technologies



Overview

■ The Challenge

Staff at Dansikring Direct rely on a number of business-critical IT systems, which they need to access on a daily basis. To keep employees working productively, any problems with these systems must be resolved rapidly.

■ The Solution

Dansikring implemented Helpdesk.Easy from Sander Software (www.sander-software.dk), a solution built on the IBM Lotus Domino platform, which is integrated with IBM Lotus Sametime software and can be accessed by both IBM Lotus Notes and simple Web clients.

■ The Benefits

Helpdesk.Easy provides a sophisticated incident management system via simple Web or Lotus Notes interfaces, which should help staff report IT issues quickly and easily, and ensure that each query is directed to the most appropriate person in the IT department for rapid resolution. The solution keeps a full historical record of all incidents, helping with compliance issues and forming a set of frequently asked questions (FAQs) to help staff solve problems themselves.



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*Kenneth Pasciak
IT Manager
Dansikring Direct*

Dansikring Direct specialises in alarm solutions for the small business and residential sectors. Part of the Securitas Direct group, Dansikring is headquartered at Køge in Denmark, employs around 100 people, and has franchise partners across the country.

Dansikring's day to day operations depend, to a large extent, on its IT systems. The company uses IBM Lotus Notes and Domino 7 for email and calendaring, and also uses a number of Lotus Domino applications to manage HR processes and other core business activities. Lotus Sametime is used to facilitate communications among staff members through instant messaging and Web conferencing, and a corporate intranet keeps staff and franchisees up to date with the latest information.

“IBM Lotus Notes and Domino are the backbone of our IT infrastructure,” explains Kenneth Pasciak, IT Manager at Dansikring Direct. “The ability to build database-driven applications that are fully integrated with core functionalities like email and Lotus Sametime instant messaging makes Lotus Notes and Domino the ideal platform for our business.”

To ensure that staff can access these core systems at all times, and to

resolve any other IT-related issues, Dansikring's IT department runs a helpdesk. To promote rapid resolution of such issues, the company wanted a solution that would make it easier for staff to report problems, and that would help the IT team keep track of the situation and ensure that the right actions were taken.

Leveraging investment in Lotus technologies

“We began looking for a solution that would help us increase the efficiency of the helpdesk, and naturally, we decided to find out if we could leverage our existing investment in Lotus Notes and Domino,” says Kenneth Pasciak.

The company researched a number of options, and ultimately chose Helpdesk.Easy from Sander Software – a Danish IBM Business Partner that specialises in system administration consultancy and IBM Lotus technologies.

Helpdesk.Easy

The solution enables all users to create incident reports, which are assigned to the IT team for further action. All emails and information related to the incident are stored in the database, providing a full historical record of every issue. The solution incorporates Lotus Sametime instant messaging with

presence awareness, so users can tell which IT staff members are online and available to deal with IT support issues.

“Helpdesk.Easy tracks every issue from the initial report through to resolution, helping us to ensure that no information gets lost and nothing gets overlooked,” says Kenneth Pasciak. “We can assign each issue to the most appropriate member of the IT team – and there is even a statistical analysis tool that shows us who has dealt best with which issues in the past.”

Building on experience

When a given issue has been resolved, Helpdesk.Easy makes it possible to create an FAQ document to help other users who are experiencing the same problems. Over time, the solution should generate a knowledge base that will provide simple solutions to the most common problems.

“We now have a comprehensive record of all issues that the helpdesk has dealt with,” explains Kenneth Pasciak. “This not only helps us react faster and more effectively to users’ inquiries, but also has advantages in terms of IT governance and compliance. We have recently been audited by PricewaterhouseCoopers, and they were very impressed with the system.”

Simple upgrades

Dansikring recently upgraded the solution to take advantage of a new feature which provides access to the incident management system via a Web browser – helping the company’s franchise partners report issues even if they do not have the Lotus Notes client installed.

“The upgrade was no trouble at all,” says Kenneth Pasciak. “Sander Software was able to install the software remotely, and there was no disruption at all for our users. Nobody even noticed the difference until I demonstrated the new Web interface!

“Sander Software is an excellent partner – their software is well-designed and reliable, and the end-to-end service they provide is first class. Building on the foundation of Lotus Notes, Lotus Domino and Lotus Sametime, Helpdesk.Easy helps us resolve problems more rapidly and deliver a better service to business users – boosting productivity and efficiency in the workplace.”

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