

3BM quadruples Calls logged within the first month of deploying Alemba Service Manager Cloud



Client	3BM
In Brief	Deployed Alemba Service Manager Cloud to enhance call logging efficiency and future-proof 3BM's ITSM processes in line with organizational growth
Business	Education
Location	London, United Kingdom
Reach	42 Alemba Service Manager analysts, supporting 230 schools across 5000 devices.

3BM's experienced professionals offer a wide range of support services to schools, including: SIMS, Schools' Finance (including Academy Conversion), Buildings Professional Services (including Architectural, Asset Management, Project Management and Surveying), Computing Curriculum and IT Strategy, Technical Support and Marketing.

Benefits

- Within the first month of implementing Alemba Service Manager, 3BM quadrupled the number of calls logged.
- With Alemba Service Manager, 3BM are now confident that all calls have been logged and that they are handling calls efficiently.
- With Alemba Service Manager's in-depth reporting function, 3BM now have access to metrics that help inform decisions around service delivery.
- 3BM reported an "immediate lift of spirits" among their Service Desk staff - having an efficient and consistent way to manage Incidents and Service Requests means their team members are much happier.

“Initially, we were attracted to Alemba Service Manager because of the innovative, easy-to-use interface. The product is fantastic, but we soon learned that the best thing about working with Alemba is the people. We are very well looked after. The Alemba team is very flexible and they take the time to understand what we really need from the service.”

Vanessa Exton, Deputy Head of Operations, 3BM

The Challenge

As an employee-owned business providing essential services to 230 schools across the United Kingdom, 3BM required a fast and effective IT Service Management solution to help their customers achieve their education goals.

3BM were frustrated with their cumbersome legacy call logging system. Deputy Head of Operations Vanessa Exton explains, *“It was clunky and it took us a lot longer to log calls than to resolve them. Many calls simply went unrecorded, resulting in a loss of productivity and a lack of the required management information.”*

3BM decided to retire their incumbent call logging system and replace it with an ITSM tool that would help streamline the organization’s Incident and Request Management process. The ideal solution would enable 3BM to:

- Log all Incidents and Requests quickly and accurately
- Use data to measure performance and inform decisions around service delivery, and
- Extend their use of the system to other areas of functionality in phased rollouts.

The Alemba Service Manager Cloud Solution

Alemba’s Alemba Service Manager Cloud service offered an effective and easy-to-implement solution to 3BM’s requirements.

It was agreed that a Cloud-hosted solution would offer the best return on investment for 3BM. Alemba Service Manager Cloud required a much smaller upfront investment than an on-premise solution, most notably because it could be deployed without the need for internal servers and infrastructure. Additionally, the Alemba Service Manager Cloud service offered hassle-free upgrades and system configuration by Alemba’s specialist product consultants.

3BM were impressed by Alemba Service Manager’s attractive, user-focused interface and work began to implement Alemba Service Manager Cloud as 3BM’s replacement Service Desk solution.

During the initial requirements gathering phase, the 3BM team worked with their Alemba project manager and account manager to detail the business requirements and outcomes 3BM required from the project. It was decided that Alemba Service Manager Cloud would be deployed for Incident and Service Request Management, with plans for 3BM to extend their use of the Alemba Service Manager system to other areas of functionality at a later stage.

Implementing Alemba Service Manager Cloud

With Alemba's agile approach to product deployment, 3BM's Alemba Service Manager system was implemented swiftly and efficiently. "The Alemba Service Manager implementation went smoothly and very quickly, taking only 3 and a half months from the initial decision to choose Alemba Service Manager Cloud as an ITSM solution to go-live." Vanessa Exton recalls.

As part of the implementation process, Alemba provided onsite Product Configuration workshops and implementation assistance for Incident Management and general system settings configuration. This enabled 3BM to use the training workshops to configure their Alemba Service Manager system on the go.

3BM's Rob Pidgley says, "The fact that we could configure Alemba Service Manager on the test system and, once satisfied, port it across to our live environment was invaluable. We continue to use this approach when considering changes and updates to our system."

In order to ensure the team were familiar with the system before go-live, Alemba Service Manager Officer and Service Desk Administrator training workshops were also held onsite.

Rob Pidgley concludes, *"I would highly recommend Alemba's approach to Project Management. The entire process - from the initial meeting through training, consultancy days and in-house training materials - was really good. It was definitely money well spent."*

Outcomes

Within the first month of implementing Alemba Service Manager, 3BM quadrupled the number of calls logged. With so many calls previously going unrecorded, having access to a fast and reliable tool to record calls to the Service Desk was a great boon for 3BM.

3BM are now confident that all calls are logged properly and handled efficiently. With Alemba Service Manager, the management team also has access to all the information needed to help inform decisions around service delivery.

"Once we started using Alemba Service Manager, we saw an immediate lift of spirits among the Service Desk team," says Vanessa Exton.

With the Incident and Request Management logging processes now running smoothly, the 3BM team were able to focus on utilizing Alemba Service Manager's depth of functionality to improve their Service Desk performance even further.

"My favourite Alemba Service Manager feature is the Quick Solutions function," says Rob Pidgley. *"During certain times of the year, we can receive up to 200 instances of the same call per week. Now we can log those recurring calls using pre-populated templates with only a few clicks."*

While 3BM's primary concern was to procure a reliable ITSM solution that would ease the frustration of their beleaguered Service Desk team, they soon discovered that Alemba's customer-focused approach to service delivery extends well beyond simply providing great software.

Vanessa Exton says, *“Initially, we were attracted to Alemba Service Manager because of the innovative, easy-to-use interface. The product is fantastic, but we soon learned that the best thing about working with Alemba is the people. We are very well looked after. The Alemba team is very flexible and they take the time to understand what we really need from the service.”*

New Challenges and Future Plans for 3BM

Following the success of their Alemba Service Manager deployment for Incident and Service Request Management, 3BM plan to evolve their use of Alemba Service Manager cloud to include:

- Deploying the Customer Portal
- Advanced Reporting
(currently using out-of-the-box)
- Looking at extending Alemba Service Manager to other areas of the business and for internal use