

Streamlining Local Government IT Service Management: Worcestershire County Council's Success with ASM



Business	Government
Location	EMEA
In brief	<p>Worcestershire County Council (WCC) partnered with Alemba in 2018 to overhaul their IT Service Management (ITSM) approach. Seeking to replace their existing outsourced solution, WCC aimed for a more flexible, future-proofed IT Service Desk system. The transition to Alemba's cloud-hosted solution delivered comprehensive ITIL processes, improving service delivery, reducing costs, and enhancing user experience. By leveraging ASM, WCC has successfully transformed their IT Service Desk, achieving greater efficiency, flexibility, and user satisfaction.</p>
Reach	<p>WCC's implementation of ASM supports 100 analysts and 5,000 end users. ASM is deployed across various departments, including Adult Services, Children Services, County Infrastructure, Environmental, and Economic Support Services, ensuring robust IT service</p>

Worcestershire County Council enhances IT service delivery and efficiency using Alemba's IT Service Management solution, Alemba Service Manager (ASM), benefiting 5,000 customers and 100 analysts.

The council's central focus is delivering on the Luton 2040 vision for a healthy, fair and sustainable town where everyone thrives, and no one has to live in poverty. The council is determined to maximize the opportunities technology can provide to deliver these bold and ambitious plans for the town.

The challenge

WCC faced the significant challenge of replacing their outdated IT service desk solution with a modern, flexible, and cost-effective platform. The goal was to enhance service management across a broad user base while ensuring minimal disruption during the transition. The aggressive timeline for going live and the need for extensive training of analysts added to the complexity.



The solution

Alemba addressed these challenges head-on by deploying ASM, which provided a robust, future-proofed ITSM platform. Despite the tight deadlines, Alemba successfully:

- Implemented critical ITIL processes
- Integrated with key third-party systems such as Active Directory and SCCM to ensure a cohesive IT ecosystem.
- Delivered extensive on-site training for approximately 80 analysts, ensuring the team was fully prepared for the new system.
- Deployed the solution rapidly and smoothly with Alemba consultants working closely with WCC, traveling on-site weekly and adhering to the aggressive timeline, resulting in a smooth go-live.

About Worcestershire County Council

Worcestershire County Council serves a population of approximately 567,000 across 1,741 km² in the UK. Established in 1998, WCC operates within a two-tier local government structure, delivering essential services such as Adult and Children Services, County Infrastructure, and Environmental and Economic Support. Their IT infrastructure includes a mix of on-premise, cloud-based services, and a dedicated data center in Worcester.

Benefits

- ASM provided the Council with a future-proof solution though its scalable, adaptable platform aligned with WCC's evolving IT needs.
- WCC made significant reductions in contract and support costs, both financial and human resources.
- Improved IT service management led to higher satisfaction among end-users and IT staff.
- WCC have benefited from a seamless integration with external systems:
 - Active Directory – People Data
 - CSV Connector – Organization, Locations, CI Data
 - SCCM – CI Data
 - SSO Connector – ADFS and token key for remote access
- With Alemba's support, the Council have successfully implemented several comprehensive ITIL-aligned processes including:
 - Incident
 - Major Incident
 - Problem
 - Service Level
 - Knowledge
 - Change & Release
 - Request Fulfillment
 - Configuration Management