Bringing IT Support Back Home: Luton Borough Council's Successful ITSM Transformation with Alemba

Luton

Client	Luton Borough Council
Business	Government
Location	EMEA
In brief	Luton Borough Council embarked on a crucial project to bring their outsourced IT support back in-house. To facilitate this transition, they needed a robust ITSM tool that could handle the demands of 2,500 users generating 3,600 calls and requests per month. LBC partnered with Alemba to implement ASM, focusing on leveraging the best features of their existing system while introducing new improvements. This strategic move involved tight deadlines and complex coordination, resulting in a smooth and effective go-live. The project was successfully delivered ahead of schedule.
Reach	60 staff members and 2,500 users across various departments: IT Department, with future plans to incorporate ASM for over 30 non-IT analysts – areas identified across other support services

Luton Borough Council (LBC) successfully transitioned their IT support back in-house, implementing Alemba Service Manager (ASM) to streamline and enhance their IT Service Management processes.

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.

Benefits

- The introduction of a modern ITSM tool allowed LBC to streamline processes and improve service delivery across all areas.
- LBC designed a simple yet highly functional customer portal, praised for its ease of use and comprehensive features, including integration with Teams Chat.
- New reporting and trend analysis capabilities provided by ASM allowed LBC to make informed decisions and improve IT service management.

alemba
SERVICE MANAGER

The Challenge

Luton Borough Council faced the significant challenge of transitioning from an outsourced IT support model to an in-house system, with a fixed deadline due to the end of their existing contract. The council needed a new ITSM solution that could be implemented quickly and efficiently while ensuring continuity of service and introducing enhancements for future growth. The project required careful planning and execution to meet the deadline and ensure a seamless transition for 2,500 users.

The Solution

LBC selected Alemba Service Manager (ASM) for its comprehensive ITSM capabilities and flexibility. The project team, consisting of long-term LBC members and new management, worked closely with Alemba to re-implement the best features of their current system and introduce improvements using ASM. Key areas implemented included:

- Incident Management & Major Incident Management
- Service Level Management
- Knowledge Management
- Customer Portal (including Teams Chat)

- Request Management
- Service Catalogue
- Change & Release Fulfilment
- Configuration Management and Asset Management (CMDB)
- Problem Management
- Reporting & Trend Analysis

Following the successful go-live for IT, LBC has plans to expand the use of ASM to over 30 non-IT analysts, exploring opportunities to expand out to other internal functions in order to create a single front door for all of our corporate enabling services.

About Luton Borough Council

Luton Borough Council, a unitary authority, provides a wide range of services to the residents of Luton, a vibrant and diverse town in Bedfordshire, England. With a focus on improving community services and local governance, LBC's decision to bring IT support in-house reflects their commitment to enhancing service delivery and operational efficiency. The successful implementation of Alemba Service Manager marks a significant step forward in achieving these goals.

alemba.com

alemba
SERVICE MANAGER