

Agile MSP and Client Case Study

Collaboration to support global retail expansion

littlefish managed IT services

ORGANIZATION

Name: Littlefish

Location: Nottingham, England

Industry: Managed IT Services

Website: www.littlefish.co.uk/

SOLUTION

HEAT Service Management

BUSINESS BENEFITS

- Facilitated to “shift left”
- Created collaborative knowledge repository
- Improved and streamlined service desk operations

Littlefish is a growing, agile Managed IT Services provider supporting over 15,000 users from a wide variety of organisations across private and public sectors including H. Samuel, Ernest Jones, Money Advice Service and UK Parliament.

As a dynamically growing business, Littlefish utilised HEAT Service Management to help achieve the highest level of service quality, delivery, and performance. By extending their private cloud implementation of HEAT, Littlefish ensured effective working between their Service Desk and their customer’s internal resolver teams.

With the support of HEAT ITSM, Littlefish was able to respond to the ever-growing and increasingly complex demand of leading British manufacturer of paints and paper, Farrow and Ball.

Challenge

Farrow & Ball is a premium British Paint & Wallpaper brand, with decades of year on year growth. Represented globally by a network of showrooms in the UK, North America and Europe, as well as a global network of dedicated stockists.

In addition to a multi-lingual, 24/7 Service Desk for 300 users, Infrastructure Support for 90 servers and Professional Services, Farrow & Ball required the closest possible collaboration between resolution teams. The challenge was to enable seamless working between the Littlefish Service Desk and Farrow & Ball’s internal resolver team, who focus on line-of-business applications, to deliver the best possible end-user support outcome.

Solution

Littlefish extended their private cloud implementation of HEAT to enable Farrow & Ball internal operations to benefit from the use of an Enterprise class Service Management solution. Extending the capability to their own application support team has enabled Farrow & Ball to work with Littlefish in a more integrated manner, and critically, under a single Management Information view.



Outcomes

Integrating the HEAT ITSM platform has underpinned efforts to “shift left” the resolution of incidents from the internal Application Support team to the Littlefish Service Desk. In turn this has enabled the Service Desk to deliver world-class First Contact Resolution (FCR) results for the customer, consistently exceeding 90%.

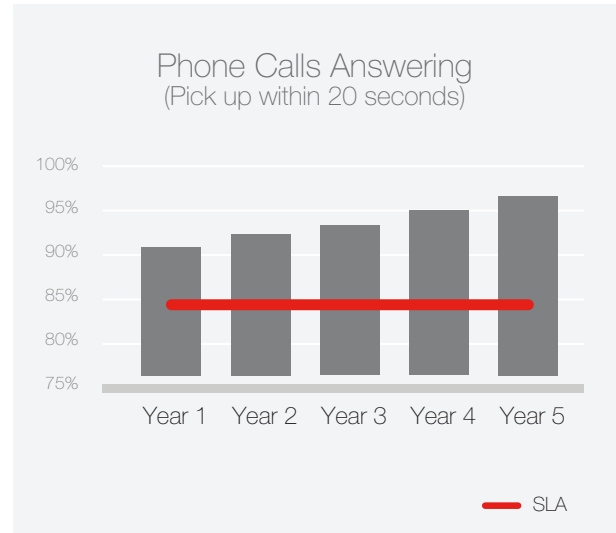
By utilising the knowledge management module of HEAT, Littlefish and Farrow & Ball have been able to create a collaborative knowledge repository to hold all of the key information for real-time review by the engineering teams whilst an incident is being logged.

Working as one team driven by continuous service improvement, an incident focused problem management approach drives root cause analysis and awareness, which has resulted in a significantly reduced volume of incidents. This problem management process has also been a key driver to identify areas of IT training or improvement across the business.

As Farrow & Ball are tenants of the Littlefish HEAT platform we are able to seamlessly transfer incidents between both Littlefish and Farrow & Ball resolver teams whilst maintaining an overview dashboard as to the entire IT SLA/KPI performance regardless of service area or global location.

The Future

Littlefish worked closely with both HEAT software and LogMeIn to integrate the two solutions under the Littlefish developed “LF Live” instant message platform which includes advanced, unobtrusive remote control that forms part of their multi-contact channel support service. Following a successful trial of “Littlefish Lens”, a service that enhances remote support with the power of live video and integrated white board technology, the global user base at Farrow & Ball are further empowered to receive quick and efficient incident resolution. Going forward, the collaboration between teams and integration of new services will include the warm transfer of LF Live remote sessions to the Farrow & Ball resolver teams to further improve FCR.



HEAT Software USA Inc.

490 N. McCarthy Blvd. Milpitas, CA 95035 USA
P. +1 800.776.7889 or +1 408.601.2800