



COMPANY

Name: Wireless G (Pty) Ltd
Location: Centurion, South Africa
Industry: IT/Telecommunications
Employees: 80
ITSM users: 20
Website: www.wirelessg.co.za

SOLUTIONS

HEAT Help Desk

- Incident Management
- Self-Service
- Service Level Management

“What took 3 people 10 days every month is now done by 1 person in a few hours.”

Hank Gloy
Administrator: Systems and Process Control



WirelessG meeting, measuring and managing client SLAs with HEAT Help Desk

FRONTRANGE HEAT[®] HELP DESK ENABLES ACCURATE, MEASURABLE REPORTING AND EFFECTIVE SLA MANAGEMENT AND EVALUATION

WHY FRONTRANGE

FrontRange HEAT[®] Help Desk answered the need for:

- a flexible and highly customizable solution with the ability to add extension modules
- comprehensive databases for customised information and analysis
- effective incident monitoring and reporting

KEY BUSINESS BENEFITS

- The ability to meet, measure and manage client SLAs
- Maximization of operational efficiency
- Improved reporting
- A reduction in IT costs
- More efficient use of manpower
- Improvement in tracking and escalation of incidents
- Increase in IT support without increasing head count

BACKGROUND

WirelessG is a leader and innovator in the South African Broadband Internet market. As a global leader in Internet technologies WirelessG specialises in Wi-Fi and providing access to the world's largest network of hotspots. Their area of expertise includes 3G, ADSL and In-Flight Wi-Fi, offering a true converged account. WirelessG simplifies the complex broadband environment and offers not only great service and coverage, but also excellent value for money support, security and

BUSINESS CHALLENGE

Wireless G needed an accurate incident reporting, service level management and incident management system that would allow them to meet and be measured against the requirements laid out in their client service level agreements.

Prior to installing FrontRange HEAT® Help Desk with incident and service-level management, Wireless G used SugarCRM a customised CRM tool, which came bundled with another product.

The product did not have strong reporting or incident logging capabilities. In order to get an accurate overview of what incidences were being handled at any given time, they would have to pull all the information from the individual agents and try to piece it together to try and get the full picture. This took hours and a lot of manpower and needed to be repeated often throughout the day.

In addition, monthly reporting was a major issue. They had a need for various incident based reports and not having an effective reporting and management system in place cost them in man hours and efficiency.

As they have a large and diverse global customer base, Wireless G also needed a solution which had the ability to handle multiple products and customer types.

The tipping point came when they were selected as providers of wireless broadband facilities for a large local hotel chain and it became critical to implement a solution which would enable them to respond to, meet and measure results against the very tight stipulations laid out in the SLA.

SOLUTION

After carefully investigating the options available to them, Braam Linde and Hank Gloy opted to install FrontRange HEAT® Help Desk with incident and service-level management. Even though the system is highly customised to their very specific requirements, it met their expectations for a quick installation when it was installed in 5 days.

RESULTS

Wireless G has seen a number of tangible benefits and results from the implementation of HEAT Help Desk. The accurate incident reporting, service level management and incident management system has allowed them to manage, meet and be measured

against the requirements laid out in their clients' service level agreements.

Aside from meeting the SLAs, the biggest impact has been how much time has been saved for the IT department. In the past it took three team members 10 days every month to pull the necessary information. Today it takes one person a few hours every month. This time and manpower saving has translated into greater operational efficiency, allowing these team members to get on with additional necessary tasks.

Due to their extremely customised installation (managing 11 different customer types, each with their own subset of product and incident types) a business analyst can pull valuable information from the comprehensive database and use the information to build highly accurate and customised reports which address their very specific requirements.

Wireless G continues to launch new products which results in new incidences being logged. With this, the number of service desk calls remains consistent but the resolution time is quicker and more efficient. What has been beneficial to the team is that tracking and escalation of incidences has improved. Using the HEAT Help Desk Manager's Console and BPAM they can track incidents far more accurately and have a strong overview of what is happening. BPAM ensures that anything that is 'missed' quickly receives attention. As a result there is also greater accountability across the department.

The implementation of HEAT Help Desk has increased IT support without increasing their staff complement through the redistribution of skills. As the system has increased operational efficiency, staff are more available to handle other tasks.

More Information

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