



Dis-Chem improves customer service quality, operational efficiency and saves costs with HEAT Help Desk TM

HEAT[®] HELP DESKTM ENABLES IMPROVED INCIDENT LOGGING, ACCURATE, MEASURABLE REPORTING AND EFFECTIVE SLA MANAGEMENT AND EVALUATION

COMPANY

Name: Dis-Chem (Pty) Ltd
Location: Gauteng, South Africa
Industry: Pharmaceuticals and Retail
Stores Supported: 70
Users Supported: 337+
IT Team: 8+
Website: www.dischem.co.za

SOLUTIONS

HEAT Help Desk

- Incident
- Self-Service
- Service-level Management

BUSINESS CHALLENGE

Prior to the installation of HEAT, Dis-Chem's IT department handled a large volume of calls which were logged and managed on spreadsheets. It was not an efficient way to operate their business with 20% of their day taken up with filling in the spreadsheets. They had poor call response rates and poor resolutions which meant they could not meet their service level agreements (SLAs). They needed a system which could automate the process for them, which would allow for self-service incident logging with accurate and measurable reporting.

WHY FRONTRANGE

FrontRange's HEAT[®] Help DeskTM with incident, self-service and service-level management answered the need for:

- An automated incident logging system
- Effective incident monitoring system with fast and robust reporting capabilities
- A self service module which would clearly show a history of each incident
- A flexible product with the ability to add extension modules
- A system with the ability to handle a large volume of users, call types and sub-categories

KEY BUSINESS BENEFITS

- Maximized operational efficiency
- Improved service quality
- Improved incident management and compliance with SLAs
- Greater control, accurate monitoring and reporting against SLAs
- Improved tracking and escalation of incidents and increased
- Reduced help desk agents from 5 to 3 while increasing service and support
- 50% reduction in onsite service tickets since installation
- Proactive incident response
- Cost savings throughout the organisation
- Increased accountability on part of agents and customers
- Improvement in customer satisfaction ratings

BACKGROUND

Dis-Chem started in 1978 as a small pharmacy Mondeor, South of Johannesburg. Today there are 70 stores across the country. The group is still privately owned and run by its original founders. Each store takes care of its customers' pharmaceutical and health and beauty needs.

BUSINESS CHALLENGE

There was a very high volume of calls coming into Dis-Chem's IT helpdesk. The resolution rate of calls was very poor which negatively affected their compliance with their SLAs. The calls were not responded to fast enough which meant their SLAs could not be met.

There were many fingers being pointed at the IT department and they had no way to track and monitor the calls that came in and then report accurately on them.

Prior to the installation of HEAT, all incidences were logged and managed on spreadsheets, which was did not effectively manage the process. At least 20% of the help desk's day was taken up filling in the excel sheets rather than tackling the incidences that had been logged.

In order to show that they were complying with their internal SLAs, they needed to pull accurate reports and they couldn't do that operating manually with no fixed reporting system in place.

SOLUTION

After carefully investigating the options available to them, Dis-Chem opted to install FrontRange HEAT® Help Desk™ with incident, self-service and service-level management. HEAT® is currently used by 50 users at head office and a further 280 users nationwide within their stores. While it was originally rolled out in the IT department, it is now used by the ERP, human resources, marketing and graphic design departments.

RESULTS

FrontRange's HEAT® Help Desk™ with incident, self-service and service-level management has had a significant impact on Dis-Chem's IT department and the business as a whole.

Since the installation, the IT department, which has a staff compliment of eight, efficiently and effectively supports more than 330 HEAT users. Those 330 users in turn act as team leaders for the rest of Dis-Chem's employee base nationwide. They also managed to reduce their departmental head count from 11 to 8 while at the same time greatly improving their customer service, incident management and resolution and are now achieving their SLAs.

As all incidences are logged via the self-service module, there is an easily accessible incident history which can also be viewed by the customers, allowing them to follow the progress of the incident.

“HEAT self-service was such a success in the business that it is now being used across our ERP, human resources, marketing and graphic design departments. It enabled us to reduce our help desk head count from five agents to three and at the same time greatly improve our service levels and compliance with SLAs. It is the biggest successful contribution that the IT department has made to the overall business over the past five years”

Riaan van der Westhuizen
TITLE

The adoption of HEAT self-service didn't come overnight. The key to changing the corporate culture of incident logging was championed through the IT Manager with the back-up support of one of Dis-Chem's Directors. Convincing employees that logging through self-service would ensure their incidences were quickly and efficiently resolved was a slow process but the change has meant the department and the company is running at optimal efficiency

Before they installed the self-service module, they still fielded 95% of calls on the help desk. This meant that tracking was still a big issue. Users liked to blame IT. Today if you log a self-service call, when the job is completed there is a resolution to the call. That person gets an acknowledgement of job closure. They are

responsible for alerting the IT department if the issue is not resolved to their satisfaction. The adoption of a self-service culture has improved accountability from the support agents and the customers.

Additionally, all third party vendors are managed via HEAT. This has been extremely useful in managing the third party technicians that are contracted to service the stores outside of Gauteng. All job cards are issued electronically and those technicians scan and send them back to be captured on the system. This means there is a traceable history on those jobs.

The IT department technicians in Gauteng are closely monitored on HEAT, with a dedicated screen reflecting the number of open calls against each technician and whether they are in or out of the SLA. This makes it easy to see at a glance who is performing at optimal efficiency and if there are any trouble spots that need to be addressed.

When they started on HEAT Help Desk, their service notes were customised to be able to collect all the necessary information and it manages all of that information effortlessly. Their on-site support service notes have dropped by 50%, which has huge cost saving implications for the company.

With the ability to pull detailed and accurate reports it is also easier to monitor each team member's key performance areas which directly impacts the department's ability to meet their SLAs. The history of activity against each team member means that both parties can be comfortable in review sessions as the facts are documented and their reviews are not based on estimates.

HEAT has enabled the IT department to manage themselves better. When they started using HEAT in August 2010, they were supporting 50 stores. In 2010 alone, 17 new stores were opened. They had to move very quickly to ensure the stores were fully operational and to offer them ongoing support. Today they support 70 stores nationwide. HEAT Help Desk helped them to manage the additional support requirements efficiently with little impact on their service levels.

In terms of reporting, they can now pull reports in response to the SLA stipulations. They have weekly reviews of all incidences logged, allowing them to identify incident trends throughout the business. This has allowed them to be proactive and take strategic steps with regards their SLAs and self-service.

The system is running so efficiently that it has taken a lot of interpersonal stress out of the working environment. The implementation of HEAT Help Desk has shown that the IT department is making a positive, tangible contribution to the effective running of the organisation.

Riaan van der Westhuizen shares, "At the annual conference gala dinner in 2011, I was talking to a number of our business managers. Before I moved on I asked them, 'What in your opinion is the best thing that IT has done for this business in the past five years?' Without even blinking they all said HEAT. That's because they know that if they log something in HEAT Help Desk it will get fixed. It's there. It's an eyesore for us that can't go away until we resolve the issue."

More Information

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