



## NetSourcing processes flexible tickets with HEAT Service Management from HEAT Software

### COMPANY

**Name:** NetSourcing

**location:** Waardenburg, Nederland

**Industry:** Managed services

**Website:** [www.netsourcing.nl](http://www.netsourcing.nl)

### SOLUTION

HEAT Service Management

### BENEFITS

- Flexibility of HEAT Software to a pay-per-use model
- Increase of the number of tickets that can be handled
- Consistency with ITIL: everybody is capable of using the same language
- Highly customisable: possibility of integrating different modules

### ABOUT

As one of the major cloud providers in the Netherlands, NetSourcing has been providing specialist Outsourcing, SaaS, Managed Applications, Business Solutions and VoIP services since 2001. The 80 professionals at NetSourcing develop and implement ICT services from a clear perspective and years of experience. NetSourcing provides services mainly to care institutions, local authorities and security regions.

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Peter De Bruyne  
Managed Services Manager

NetSourcing wanted to provide clients with better service, manage tickets more efficiently, and reduce costs. Specifically, NetSourcing was looking for an application to manage and streamline all the service desk tasks. “We used to have a software application that wasn’t actually suitable for an organisation like ours. It was difficult to separate different clients’ details and integrate with other software tools, such as a service portal. It basically meant we kept having to reprogram or adapt specific client forms and workflows,” says Peter De Bruyne, Managed Services Manager for NetSourcing.

NetSourcing commissioned Econocom to install the HEAT Service Management service desk package, organise its customer services, and make management costs flexible. People now work more efficiently with both internal and client business processes streamlined. HEAT Software’s Service Management software manages all the service desk’s tasks. It’s also built fully in ITIL V3, so NetSourcing can satisfy its clients’ requirements more easily and work more consistently internally.

### Code word: efficiency

NetSourcing is also switching to variable costs wherever possible. “We offer our clients a pay-per-use model, so we’re trying to manage our costs to reflect actual usage too,” explains Peter De Bruyne. “The HEAT Software licensing model allows this flexibility.”

NetSourcing has gained efficiencies in other ways, by guiding clients to the self service portal as much as possible, and having more requests come in by email. Peter De Bruyne: “We mainly receive telephone calls at our service desk, but we’ve also been able to demonstrate that clients can often be helped more quickly by email, so we’re considering making tickets that come in by telephone a bit more expensive than tickets that come in by email. Customers can email their problems to us and we call them back, enabling us to dramatically improve our service desk performance. It’s also a good way for our customers to keep their management costs under control. Our SLAs mean we’re committed to responding within 30 minutes, and we can easily achieve this by email. Then we have four to eight hours to resolve all problems.”

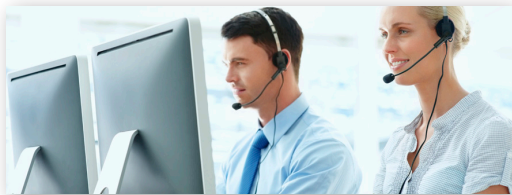
### More in first line

The service desk first line support is almost always outsourced to NetSourcing. The cloud services provider aims to resolve 70% of requests in first line with HEAT. “We used to achieve 40%, but this has improved to 60% since we started using HEAT, and it’s still increasing further,” says Peter De Bruyne.

A few clients take care of the service desk second line themselves. “When a client runs the second line themselves, we’re still the single point of contact for the full settlement of every ticket, and we make sure these clients have received HEAT training,” explains Peter De Bruyne. “Tickets are picked up by us and forwarded to the client via HEAT to resolve internally and provide feedback to the service desk. The client’s employees have access to HEAT and also use other modules independently, such as Configuration Management, where they can create an inventory of all PCs and their settings.”

### The many benefits of HEAT

HEAT Services Management is built using ITIL V3 standards. This has a number of benefits, not least because employees usually have to be ITIL-certified for most outsourcing work, in healthcare for example. “ITIL is also very good with regard to processing, because it means everybody is using the same vocabulary, and similar problems can be dealt with identically. Everything is centralised in HEAT, which wasn’t the case before,” explains Peter De Bruyne.



Invoices are processed faster and much more easily with the cloud software from HEAT Software too. NetSourcing clients have various contracts with different payment agreements. “We used to have to sort and process them all separately using different Excel files. Now everything goes through our accounting software, Exact, which gets its data from HEAT. Service Managers can now check their monthly invoicing in less than an hour when it used to take them at least two days!” explains Peter De Bruyne.

“Another major advantage of HEAT is the integration of different modules,” says Peter De Bruyne. “When we start typing in an incident, for example, the system recognises it and gives us an immediate overview of similar incidents and ‘knowledge’ articles.”

“We’re actually paying the same as before, but we’re getting a lot more back. We have more functions, only pay for what we use, and the hosting is included. Even though we’re a hosting company ourselves, we haven’t installed HEAT. It’s a matter of practising what you preach: keep costs as flexible as possible.

Peter De Bruyne  
Managed Services Manager

### Clear ROI

IT firm, Econocom, the sole partner of HEAT Software in Belgium and the Netherlands, configured the cloud software for NetSourcing. Peter De Bruyne: “We’d never actually heard of HEAT Software before. We wrote an RFI and placed it on an online platform. The sales department picked it up and made us an interesting proposal.”

Peter De Bruyne is positive about the ROI: “We’re actually paying the same as before, but we’re getting a lot more back. We have more functions, only pay for what we use, and the hosting is included. Even though we’re a hosting company ourselves, we haven’t installed HEAT because HEAT Software hosts it for us. It’s a matter of practising what you preach: keep costs as flexible as possible.”

NetSourcing is also using HEAT Service Management to automate more and more. Peter De Bruyne: “You can model all sorts of workflows in HEAT, and we’ve trained a number of employees so we can customise them ourselves. This means we can independently model all standard requests and associated workflows separately for each individual client.”

### More Information