

iiS

Case Study

Quick Facts:

- 33 Buildings
- 34,000 square metres
- 8 1/2 acre site
- Over 1000 staff beneficiaries
- Includes the new £21 million Brookes Lawley Laboratory

“Facilities Net has much improved the transparency of internal work order requests and virtually eliminated paper flow from that part of the procedure.”

Bob Mac Cormick
Chief of Operational Services, ICR

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The Institute of Cancer Research

Supply and Installation of a Help Desk with Room Booking

Project History

The Institute of Cancer Research approached iiS in early 2000 interested in Help Desk software. The review and consultancy process started immediately and installation proceeded in April of the same year. The system was installed on a Sybase database with database administration being provided by ICR staff. Since this time several additional modules have been requested and activated.

Client Requirements

The initial client requirement was for a Help Desk system to manage all Request, Faults, Complaints and Compliments. Services covered included Security, Cleaning, Catering, Conferencing and Reception. A further requirement was the ability to provide intranet access for room and resource scheduling.



Solution

Help Desk & More (Client/Server) was deployed and initially used to record requests and faults called through the central Help Desk. The solution was then expanded to include Hospitality Management through the Catering module, Conference and Meeting room booking through the Room Booking module and Integrated Logistic Services through Portage.

Support services management monitors the performance of Service Level Agreements (SLA's) and this has been utilised by the Estates Services. The room booking system was expanded by implementing the Help Desk & More Visitor Management Module, which includes visitor parking requirements. Help Desk & More produces Visitor passes for both individuals and their vehicles. These passes are individualised for the two separate sites, Sutton and Chelsea.

The Institute have since broadened their software suite to include Facilities Net. This browser based product allows end users to book rooms directly on line reducing the work load of the Facilities department.



Record of Success

The project has been deemed a complete success. Staff at the Institute have been more than pleased with the software and more modules have been added including the intranet based Room Booking software to remove bottlenecks at the Help Desk, and provide real-time information to Room Booking requestors.