

iiS

Case Study

Quick Facts:

- All Inland Revenue, Customs and Excise and VOA Buildings in the UK
- Over 600 buildings in total
- 1.4 million square metres
- Highly varied portfolio containing offices, warehouses, call centres, heritage sites, car parks, computer centres, dog kennels and custody suites
- £250,000 fee managed

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Mapeley:

Managing the Inland Revenue and and Customs & Excise Properties

Supply and Installation of a Help Desk for a National Call Centre

Project History

The review and consultancy process started in December 2002, with installation of Phase I proceeding in February of 2003. Phase II development commenced in July 2003 adding further functionality to the call centre and linking "minor works" requests directly with Mapeley's back office finance solution JD Edwards.

Client Requirements

To provide a competitively costed Help Desk utilising "Web-Based" technology linking client to contractor. Create a central control point for contract management with built-in "decision tree" guiding processes to accurately diagnose the service required. Enable accurate and seamless connectivity between Client, Help Desk, and Contractor to ensure fast, efficient response time and problem resolution. Design a quick, intuitive and easy-to-use problem logging system with efficient information transfer to contractor/ service provider.

Allow Contractor access to "real-time" visibility of problem-solving progress through a "Web-Enabled" Solution. Enable Contractor job status update, providing accurate "real-time" feedback. Manage Contractor performance and SLA. Interoperate with existing performance measurement system (PMS).

Solution

A combination of Help Desk & More (Client Server) and Facilities Net (Web Based) were installed at Mapeley's Call Centre in Milton Keynes. A project plan of 3 months for Phase I was created and approved with emphasis placed on service continuity as no downtime could be sustained. Oracle was selected as the database platform and a test area was created in order to validate functionality and train operators before live deployment.

All Contractors were given access to Facilities Net via secure VPN (Virtual Private Network) allowing them to become an extension of the Help Desk from anywhere in the UK, and an extensive national training programme for Client, Contractor and Operator was undertaken before live operations commenced. In Phase II, the introduction of an interface between Help Desk & More and Mapeley's JD Edwards finance solution provided further streamlined operations and cost benefit to the Client. All minor (extra) works can now be assigned a PO with financial commitment directly recorded at the point of work order creation.

Record of Success

With substantial improvements in response time achieved coupled with Contractor on-line access, the Help Desk has extended into an even greater team, handling over 500 calls a day. Providing secure access to both Client and Contractor has allowed transparency, self serve reporting and created an environment of success which has, to the delight of our Client, benefited all, including iiS.

