

# iiS

## Case Study

### Quick Facts:

- UK headquarters of the National Physical Laboratory
- 64 acre site
- 50 buildings
- 36,000 Square Metres
- £300 Million PFI new laboratory

“The simplicity of **Help Desk & More** to operate, but still meet complex SLA structure and performance measures set down by our Client has been superb. It has been of enormous benefit to us in meeting our contractual commitments. It's now the main FM software in use on this contract”

**John Ennis** Serco Services at the NPL

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# National Physical Laboratory

## Supply and Installation of a Help Desk and Planned Maintenance system

### Project History

The review and consultancy process started in late Summer 1999, with installation proceeding in November of the same year and since this time several additional modules have been added or activated. The system was installed on an existing Oracle platform, with database administration being provided by National Physical Laboratory staff.

### 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 also to automate planned maintenance for internal maintenance staff and external contractors, leading to intranet access for room/resource booking.

### 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 management of hospitality through the Catering module, Conferencing 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, to cover Planned Maintenance, Grounds Maintenance, Responsive Maintenance and Portable Appliance Testing (PAT). The room booking system was also expanded by the implementing the Help Desk & More Visitor Management Module, which also manages visitor parking requirements. Help Desk & More produces Visitor passes for both individuals and their vehicles.



### Record of Success

The project has been deemed a complete success, with more modules being added. Implementation of the PPM module has greatly improved the work flow and ease with which the services Contractor manage, track and complete Planned Maintenance jobs. Further plans are to implement barcode tracking for asset management, and also to install an intranet system for Room Scheduling to remove bottlenecks at the Help Desk, and provide real-time information to Room Booking requestors.

