



## Case Study Capital G

### Profile

Capital G Limited  
Bermuda

Industry  
Finance

Service Area  
Bermuda

Product  
LiveTime Service Manager

#### Business Benefits

- Help Desk transparency across the organization
- Implement workflows that reflect business requirements
- Better allocation of resources
- Increase customer satisfaction with faster resolution times
- Moved from fire-fighting mode to a best practice service desk.

### Capital G design Service Desk around business priorities

Capital G Limited, financial service specialists, has built its reputation on providing superior rates and quality service. Capital G tailor services and products to clients' specific savings and borrowing needs, offering savings and deposit products in both Bermuda and US currencies.

The Capital G help desk services email, telephone and web support requests for 300 internal customers. Technicians found the incumbent support application "was like a black hole that service requests disappeared into daily." They constantly battled a queue jumper mentality where employees failed to log incidents, and would pounce on technicians when they were busy working through their daily "to-do list". John Gallo, VP, Technology Infrastructure acknowledged, "We were inefficient in a full-time fire fighting mode and nothing was escalated as everyone was on deck to fix everything."

Mr Gallo reviewed the Service Desk and Change Management elements of the ITIL framework and decided Capital G needed to adopt the guidelines for best practice service management. Help Desk staff submitted five replacement options for the existing tool, and LiveTime was selected based on cost-value, ease of use and simple implementation process. They were confident that LiveTime would allow them to see "the big picture through all the complaints about the level of support the customers were receiving."

The costs of the non-budgeted LiveTime installation were closely monitored and the implementation was done without onsite assistance or training. Working remotely with the LiveTime support team, Capital G reported LiveTime was up and running quickly and the service they received "outstanding". "We began our pilot with a department of 20 and within 2 weeks had all staff members utilizing the service desk via the browser," said Mr Gallo, "We are now able to see ticket status immediately and users can review updates as they are posted to the tickets by the Help Desk staff."

Capital G now have the capability to develop workflows that are aligned with business requirements, "Processes such as user access request have been developed into a workflow with approval process," reported Mr Gallo, "what took weeks before now takes a day or so



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and would be immediate if approvers processed the requests upon receipt.”

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”LiveTime has given us the ability to design around our visions. The functionality of the product and friendly support staff are a big reason for the success of the Service Desk,”  
John Gallo, VP, Technology Infrastructure.

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The VP of IT Infrastructure also claims the queue jumper and squeaky-wheel mentality have also been cured as, “No longer is it the individual who screams the loudest getting priority service,” said John. “We are now at the point where we can redesign our use of the help desk from a one dimensional system to a multi-dimensional system.”

