



Case Study Conwy & Denbighshire NHS Trust

Profile

Conwy & Denbighshire NHS Trust
North Wales, Wales

Industry
Healthcare

Service Area
North Wales, 60 sites

Product
LiveTime Help Desk

6000 Users

Business Benefits

- Reduction in open call numbers
- Accessible reporting features for effective staff management
- Live links with asset management and HR systems

C&D convert seamlessly to LiveTime and ITIL best practices

Conwy & Denbighshire NHS Trust (C&D) decided to convert its out-sourced help desk service for over 6000 staff to an in-house function of the IT department. C&D provides health care services to Conwy and Denbighshire in North Wales through a network of hospitals, health centres and clinics. It is also responsible for the Community Dental and Medical Physics services, and the North Wales Audiology facility.

The decision to move the help desk to an internal function, not only required staff to learn a new product, they were also expected to adjust to new management, new shift-work patterns, all in a new location. Anne Martin, I.T. Support and Development Manager, was assigned the task to source and commission the new help desk system. In April, she attended the Helpdesk & IT Support Show (HITS), with two colleagues. After a long, tiring day and suffering information overload, they came across the LiveTime Software kiosk. On viewing LiveTime Help Desk, they were immediately attracted by the product's ease of use and reporting features.

They invited LiveTime to present a full product demonstration to the IT team, who were impressed by the product's efficient call logging and management, and the web based open standards approach. However, it was the vendor's responsiveness that was the deciding factor.

During September and October, C&D resolved organizational and workflow issues during internal project meetings supported by LiveTime Software. C&D also began a full asset audit. In November the application was installed for internal trials prior to the mid-December conversion from the old system. LiveTime Help Desk went "live" on the appointed date, with the plan of running the two systems in parallel for a month. However, after just 4 days the old system was closed down, as there was full confidence in LiveTime.



**Conwy & Denbighshire
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Anne Martin commented that she had never used the old system but does use LiveTime Help Desk, “It’s been a great help with managing our support calls and the support staff.” Anne also emphasized that it is, “refreshing to work with a company that is listening.”

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Since the conversion, open calls have been reduced from over 1,000 per week to just over 100 and the help desk staff have reported, “Everyone likes using LiveTime.”

LiveTime Help Desk has been linked to C&D’s integrated management and staff systems. The openness of the product’s architecture assisted considerably in integrating live links to third party infrastructure throughout the health service.