



Case Study HRM Software

Profile

HRM Software Ltd
London, United Kingdom

Industry
Information Technology

Service Area
Global

Product
LiveTime Support

- Business Benefits**
- Coordinated global communications
 - Efficient call management and tracking
 - Problem dissection and resolution audit trail

HRM go global with LiveTime

Headquartered in the UK, HRM has implemented systems for over 50% of the country's top 100 companies including Barclays Bank, Cadbury Schweppes and British Telecom. In the international marketplace HRM works with distribution partners to deliver localized and customized HR solutions for customers in over 60 countries.

HRM began researching possible support solutions to meet the increasing demand for support from a rapidly growing customer base. At the time the 11 technicians handled customer problems by recording support issues in a system based on Outlook and Access. Technicians described call tracking as "a Microsoft task flag nightmare".

The HRM criteria list for the new support system included comprehensive call logging, tracking and service level agreements (SLAs). The ability to build a solutions-based knowledge base and a web interface for internal and external call logging and tracking were also essential requirements.

The HRM team led by Support Manager, Andrew Paul, evaluated support applications at the Helpdesk Show in London and were immediately attracted by the pure web implementation and attractive user interface of LiveTime Support. Following a trial installation period, HRM rolled out the entire system in less than 4 months after starting the project.



Andrew Paul commented, "We receive around 200 problems every day and normally only 2 or 3 of these can be resolved at the time they're reported. LiveTime has really made a difference by giving us the ability to easily assign ownership, dissect each problem and track it to its resolution".



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LiveTime Support has now in use at several of HRM's direct customers in the UK, and around the world. Four major distribution partners in the US, Australia, Greece and Italy are using the web-based system, and HRM plan to extend its use to their whole distributor network. "LiveTime's really helped co-ordinate communications with our international partners", said Andrew Paul.