



Case Study Home Wilkinson Lowry

Profile

Home Wilkinson Lowry
Melbourne, Australia

Industry
Legal

Service Area
Australia

Product
LiveTime Help Desk

Business Benefits

- Central Point of Contact for nationwide support
- Audit trails for all requests ensure accountability and service level adherence
- Improved Customer satisfaction
- Facilitated company growth with no additional support personnel

HWL structure support processes with LiveTime Help Desk

Located in three state capitals of Australia, Home Wilkinson Lowry (HWL) is a national commercial law firm that is committed to providing high quality legal services. First established in Melbourne in 1897, HWL merged with a Sydney firm in 2003 and expanded north to Brisbane in 2004. Its services in New South Wales were further enhanced with another significant merger in mid 2005.

The IT support team of HWL provide service to more than 200 employees, over four separate geographical locations. The IT department is centralized in Melbourne and prior to implementing a support application, incidents were received and managed via email. Due to the increase in staff size and office locations, it was decided that a more structured approach was needed to process support requests.

Aaron Elliott, HWL IT Manager, invested in LiveTime Help Desk because it was easy to use for customers and support staff. The total cost of ownership made LiveTime an attractive option, especially since it included SLA Management.

“The installation process was very simple with excellent support,” said Aaron. HWL IT issues are now logged directly via the LiveTime Customer Portal, which allows employees to monitor and update incident information.

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“IT now responds and manages all requests more efficiently, and LiveTime ensures that all tasks are carried through to completion.”

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LiveTime Help Desk has allowed the HWL IT department to gain a clear understanding of the IT service desk usage patterns by employees, departments and office locations. “LiveTime Reports have provided an interesting insight into how often employees call IT and what is required,” said Aaron, “it has also assisted in gauging training requirements.”

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HWL's implementation of LiveTime Help Desk has enabled the IT department to provide a high quality support service to all employees. Incident activity audit trails allow IT to properly track tasks in the system, guaranteeing that service levels are maintained. This has ensured that the business has grown successfully, without increasing support staff overheads.