



Case Study Tertiary Education Commission

Profile

Tertiary Education Commission
Wellington, New Zealand

Industry
Education

Service Area
New Zealand

Product
LiveTime Help Desk

Business Benefits

- Automated incident assignment and notification saved time and reduced errors
- Improved Customer satisfaction
- Align support processes with ITIL best practices
- Improved teamwork and communication
- Ability to scale with organizational requirements

TEC Streamline and Scale Support with LiveTime Help Desk

The Tertiary Education Commission (TEC) is a Crown Entity responsible for planning and funding academic, vocational and communal aspects of tertiary education throughout New Zealand. With over 400 staff situated from Whangarei to Dunedin, the Help Desk is the first point of contact for all IT related inquiries and requests for assistance. The Help Desk identify and troubleshoot problems as part of first and second level support for IT infrastructure, commercial and in-house developed applications.

As the organization's needs evolved it became apparent the current home grown solution would not scale, accurately track asset details, effectively manage and monitor support processes, or report on help desk activity. The three-stage manual process that was being used to enter an incident was error-prone and it was estimated the time taken to log a call could be cut by 80% if an automated system was installed.

In order to streamline the support processes, TEC decided to invest in LiveTime, a purpose-built help desk solution based on ITIL best practices. Nicola Page, TEC Help Desk Co-ordinator said the application would "improve teamwork and communication, enhance customer satisfaction, encourage ITIL compliance, improve information workflow and change management processes."

TEC was initially attracted to LiveTime's web-based solution because of its low total cost of ownership. However, the application's ease of use and integrated business processes further justified the decision to select LiveTime Help Desk.

"With LiveTime, calls are easily assigned, and the automatic notification to staff gives customers peace of mind that their problem is being looked at," said Nicola Page.



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“The time it did take to log calls has been reduced and there is no need to manually enter data, which has minimized the margin of error dramatically,” Nicola said.

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Throughout the installation process and on a continuing basis, TEC have found the support staff at LiveTime “always happy to help,” reported Nicola. “LiveTime always manage to come up with a solution to the problem,” she said.