

Case Study



Escone Assist Helpdesk Support: Relieving Frustration



Stretched Employee Resources
Support issues being missed



End user frustration
Loss of productivity



No helpdesk
Mailbox for tracking issues

CLIENT CHALLENGE

Major UK transport operator, Abellio Group (Abellio) was experiencing inefficiency when administering their system and business processes. The complexities with standard business requests combined with additional project requirements, led to stretched employee resources and issues were not being resolved. With no helpdesk function in place, a single mailbox was used to log support requests which resulted in issues being missed and users becoming frustrated.

A need was identified for a dedicated helpdesk function. Escone was approached to see how we could improve administration of applications and processes using our cloud-based, helpdesk solution Escone Assist.

THERE MUST BE A BETTER WAY?

Our solution...

Escone delivered a situation analysis to identify process issues as well as demonstrate key areas that Escone Assist would significantly improve. Escone Assist was then implemented providing access to an experienced, committed team of super users, dedicated to managing and resolving issues and requests.

Additionally, Escone work closely with Abellio on a consultancy basis to bolster project resource in line with business requirements. The helpdesk and consultancy support has delivered consistent change control ensuring Abellio is confident their issues are being managed in a timely manner and to the highest standards. This brought improved resolutions times, increased staff productivity and greater reporting capabilities.

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WHAT WE DID

- Our experts analysed existed systems, capabilities and processes
- Identified pain points and key areas of improvement
- Discussed process requirements with client in detail
- Scoped and documented potential solution to fit client specific requirements
- Fully managed Change Control process
- Implemented Escone Assist Helpdesk
- Introduced a centralised, dedicated point of contact for support

ADDED VALUE

- Reduced risk to the business by removing single points of knowledge
- Increased productivity
- Improved resolution times
- Removed user frustration
- Introduced efficient helpdesk process
- Provided expert helpdesk support
- Greater visibility
- Gained confidence in support process
- Enhanced internal control and consistency
- Improved project controls through scope management and efficient delivery

WHAT THE CLIENT SAID

"Escone Solutions has allowed us to enhance our internal control and consistency across our financial applications.

They have made sure we have a centralised point of contact for all finance systems requests along with visibility and management of these requests. Working with the finance teams within the group and spreading the understanding across a team of support analysts and consultants has allowed us to reduce the risk of the organisation relying on single points of application knowledge going forward."

John Sturgeon
Head of Financial Accounting, Abellio Group