

The IT Helpdesks of Qurius and Watermark work faster, more efficient and user friendlier with Numara Track-It!

Qurius offers business IT solutions to medium and large enterprises. The company has just merged with Watermark, whose IT department has been working with Track-It for two years now. Recently, the roll-out of Track-It! has been realised within the Qurius IT department as well.

Like many medium sized companies, Watermark's IT department faced a shortage of staff. Moreover, the sites are geographically spread over Europe and they all worked with different systems. As a result, they could not handle incoming Helpdesk calls instantly and they had no overview over, nor access to the activities of the IT department.

'Before, only priorities could be handled immediately', says Jan Willem van Voorthuisen – responsible for the Operational IT Services at Qurius. 'Our helpdesk used to have an 'overview' of the business uniquely via the mailbox. 'With the implementation of Track-It! the time to resolve calls has been speeded up considerably and we have a complete overview over and access to all current business.' 'Our helpdesk is now working in a much more structured and efficient way.'

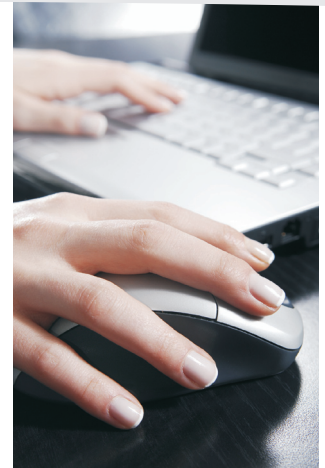
“As an IT manager, having employees working at various locations, you can't sit on everyone's lap, but you have to keep the overview and to have an insight in their activities. Therefore, a management tool like Track-It! is indispensable for every IT Department”

Jan Willem van Voorthuisen – Operational IT Manager at Qurius

- All IT Helpdesk employees have access to all calls, so if necessary they can take-over each others work.
- The status of each call is registered in Track-It!, giving clarity to all users
- Track-It is semi-automated, i.e. each caller automatically receives a message that their call is being logged, plus an explanation about the routing of the solution, and so expectations are being managed both internally and externally
- The system is web-based, allowing users to work onsite and remote
- In case of high priority, users are always being called asap



“Every IT Manager, employing more than 3 people, who wants to invest in profit, time and efficiency should consider implementing Track-It!”



In the past, everyone came to the IT department with questions, which often formed a disturbing factor for the work process.' 'Since we have Track-It! we allow ourselves to say: 'Please do drop by, but don't bring your problems with you.'

The implementation of Track-It! already shows an effect within only one month: even though a new system takes time to implement and often raises resistance, the Qurius employees have received Track-It! very positively. The result is that they are already working in a more structured way and calls are being solved faster. Qurius' IT helpdesk now counts 17 employees, residing at different sites, also abroad. Their helpdesk daily services about 700 European colleagues, who call on the IT helpdesk of Qurius.

Qurius is now working with the latest version of Track-It!. Their experience of the new system is that it is more complex, offering more functionality in areas such as automated routing to expertise and location groups. It is a complete system that enables effective ways of working in complex environments with higher staff numbers.