

# NetSupport ServiceDesk Case Study

## The 'K' Club

The Kildare Hotel, Spa & Country Club, at Straffan,  
Co.Kildare, Ireland



Set amongst 550 acres of County Kildare countryside by the River Liffey, this elegantly restored country house was opened in 1991 as a luxurious hotel and country club and now offers the highest standards of comfort, service and cuisine.

Just 40 minutes from Ireland's capital, the atmosphere is opulent yet relaxed, classical surroundings reflect elements of Ireland's history and reveal the best of luxury hotel accommodation and self-catering villas in the countryside of Kildare. At this 5 Star Hotel you are assured of the warmest of welcomes from the most discretely helpful hotel personal you are likely to meet.

The resort boasts 2 championship golf courses including the famous Ryder Cup Palmer course, the K Spa, fantastic restaurants and an idyllic river setting for fishing and strolling making it the perfect Irish venue for a vacation, conference, wedding, weekend break, activity holiday or golfing break in Ireland.

[www.kclub.ie](http://www.kclub.ie)

The 'K' Club have improved the efficiency of their IT Helpdesk processes following the installation of NetSupport's web-based ITIL Service Management solution, NetSupport ServiceDesk.

The 2006 host of golf's prestigious Ryder Cup has been working closely with NetSupport's Irish partner Servaplex to ensure a smooth transition to the new system and The K Club's IT Manager Mojtaba Akbari outlines how the system has benefited his organisation.

### What function does NetSupport ServiceDesk fulfil?

Whether it is a keyboard problem or a major financial software issue, everyone needs their problem resolved quickly. With the expert help and guidance of Servaplex, The K Club decided to invest in a new helpdesk management system to provide staff with a sophisticated facility to manage their day to day issues and one that helps the IT team coordinate a timely response.

NetSupport ServiceDesk has enabled IT Support to handle issues in a structured manner, massively freeing up our time and reducing the amount of time spent on the phone trying to grasp an idea of what the problem could be.

### What are the benefits of using NetSupport ServiceDesk?

NetSupport ServiceDesk has made IT Support procurement and management a much easier process. Accountability and ownership of issues has greatly improved.

The product has some intermediate benefits for my department such as faster problem solving and minimising the amount of duplicated issues being recorded as well as some organisational benefits in terms of productivity and performance but a real bonus of using a system like ServiceDesk is the reduction in 'knowledge loss'.

In most companies, knowledge resides in the individual employees, unavailable for systematic sharing. It is the challenges of IT leadership to get employees to reflect on the nature of knowledge sharing and on how knowledge can be shared. NetSupport ServiceDesk has helped the K Club's IT knowledge management initiatives.

The product was very easy to implement and users needed very little training before they were able to access the web interface to log their incidents. Now that we have a historical record of past issues, users can even search the ServiceDesk's knowledge base to check for a resolution to their problem before they log it.

The ability to quickly identify repeated issues ensures there is no duplicated effort within the IT team and this also highlights where we may have a more serious underlying issue with our infrastructure that we haven't got to the bottom of.

### Are there specific features that you find particularly useful?

A key element of ServiceDesk that is of particular benefit to me as departmental manager is the ability to generate specific reports via the Reports Dashboard feature. This is great for detailing the status of issues and highlighting where problems are remaining unresolved for longer than expected. By having the data in front of me in an intuitive format I can determine if we have any training issues or if we need to upgrade systems in order to resolve ongoing infrastructure problems rather than constantly provide temporary workarounds for the user to be able to continue working.

Customisable alerts and warnings on potential issues are also favourite features. ServiceDesk can be configured to ensure that 'tickets' logged for example, by management or 'VIP's' draw a higher attention. Equally, issues such as "I can't get on to my GMail Box" can be downgraded as it often turns out to be something we have already alerted users about but they have still logged an incident!

### Additional comments.

Prior to installing NetSupport ServiceDesk I did wonder whether it would be a culture shock for our organisation. Staff had got used to picking up the phone for the smallest problem. However, staff here at the K Club are more modernised than I thought! Within a couple of hours of installation trouble tickets were already lining up.

Today very few people tend to contact IT over the phone.

I think organisation's of any size who offer Technical Support will benefit from an online helpdesk solution such as NetSupport ServiceDesk. Not only does it dramatically reduce all the phone calls but it also enables the IT team to better manage and prioritise the end-to-end process. Certain categories of incident are directed automatically to the appropriate operator or third party vendor and as mentioned, having an online information base ensures retention of knowledge.



Tel: +353 (0)1 2304242 | Fax: +353 (0) 1 2304200 | Email: [info@servaplex.com](mailto:info@servaplex.com) | Visit: [www.servaplex.com](http://www.servaplex.com)

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