



Iggesund Paperboard Gets Support Boost From HEAT

Company Name

Iggesund Paperboard AB

Industry

Manufacturing

Business Benefits

- Co-ordinated support
- Knowledge management
- Rapid call logging
- Improved reporting
- Employee buy in

Quick Stats

Product:

- HEAT SOS
- iHEAT
- HEAT Self-Service
- iKnowWeb Server
- iKnowWeb Client
- iKnow Author

Employees:

600

Users:

17

BACKGROUND

Iggesund Paperboard is a company which is no stranger to help desks or unaware of the importance of customer support. For more than ten years, as the company has grown and evolved into one of the largest manufacturers of virgin fibre paperboard in Europe, its IT department has used a complex, cumbersome VMS-based system.

INCOMPLETE PICTURE

As Mike Mossop, Iggesund's IT Manager explains, it became apparent that the system was inadequate. "To put it simply, there were lots of cracks that things were falling down. The system was primitive and poorly presented, and it was too hard to get reports generated. It didn't track events very well, it took as long to enter things as it did to fix them, and as a result the IT staff were only using the system intermittently. Consequently it was incomplete, not all calls were logged and it couldn't give a full picture of the status of the company's IT."

The customers in Mossop's case are Iggesund's 600 employees, supported by his 17-strong IT team. "They are mainly on one site in the North of England," he says, "but spread around various departments with various needs and levels of expertise." Mossop says the level of service that his team was able to provide to the rest of the Iggesund employees had room for improvement. "We wanted to be able to generate reports on events, build a knowledge base built on a history of events and their resolutions, and even be able to predict problems so that they could be anticipated."

STRUCTURED MATRIX

Once the decision was made to replace the old greenscreen mainframe support system, Mossop looked at the options for a new help desk. "We didn't go down the preferred-software-partners-of-hardware-supplier route, although I know a

lot of IT managers do that and have good results. We looked at who were the main help desk providers, and through our own research narrowed the choice down to a shortlist of three," he says.

"We wanted to run HEAT in tandem with the old system, but very quickly our team was saying that HEAT provided the best information and service, and they wanted to go live."

Mike Mossop, IT Manager, Iggesund Paperboard

These three contenders were interviewed, invited to make proposals and invited to meetings with various members of Mossop's team. "We were looking for proficiency, of course, competence, and the ability to deliver what we wanted, but we were also looking for compatibility on an individual personality level. After all, we were going to have to work closely together on a project which we knew was crucial to the future success of IT in the business, and we wanted to be sure that we thought along the same lines."

As well as taking an intuitive approach, Mossop also adopted a formal, structured paradigm in the form of a matrix. "We put down all the criteria that we were looking for, in both the potential software provider and the software solution, and looked to see which of the three met our criteria most closely."

FrontRange Solutions and HEAT came out on



top, but the final decision was swayed by the fact that one of Iggersund Paperboard's neighbours in Workington also used HEAT. "The personal reference clinched it for us," Mossop says. "The other customer was full of praise, their needs were similar to ours, and we felt confident that we were making the right choice of provider and solution."

CONSULTATION

Once FrontRange Solutions was appointed, it sent in a team to produce a detailed analysis and systems report on the internal processes within Iggersund, and a plan to design and develop the optimal solution in HEAT. "We worked very closely with their technical engineers," says Mossop. "The contract included close liaison and a feedback process, so that our support team was closely involved with the development stages."

Once the software was ready for installation, there should have been several weeks' acceptance testing phase before it went live, for any bugs to be spotted and ironed out. However, Mossop says that to his surprise his team took to the new software so well that they wanted it to go live immediately. "We wanted to run HEAT in tandem with the old system, but very quickly our team was saying that it was providing the best information and service, and they wanted to make the testing phase live."

Three individuals from Mossop's team were appointed to work most closely with the FrontRange consultants implementing HEAT. These three in turn trained their colleagues and passed on all the hints and tips as well as the major instructions that the FrontRange team had given them. "The change to the IT department has been remarkable," says Mossop.

CO-ORDINATION

"We now find that the support staff want to log every call, and that the service they are delivering is, as a consequence, immeasurably better," says Mossop. One of the complications of Iggersund's support infrastructure is that often two or three different support people, often working in different teams, may be working on the same problem. "Before HEAT we had great trouble co-ordinating their activity, while now it is all extremely straightforward. We can see at a glance what has been done, by whom and when, and also what needs to be done." It is also possible to check the progress of each problem, and to track and later audit the stages of resolving it to see where improvements can be made.

INTELLIGENT SUPPORT

Mossop plans to create a knowledge database of problems for an intelligent support system which tackles common and unusual problems, and for a system which will intuitively predict likely problems before they occur, based on historical events and probabilities. "We also have a better system for tracking our assets and knowing exactly the status of every employee and their system."

"When we implement HEAT self-service we will be providing users with the tools to solve the simple problems themselves. This will reduce the number of routine calls to the desk leaving the team to concentrate on the complex and unusual problems, making their jobs more interesting. We will also be boosting customer satisfaction allowing people to solve their own problems even when the help desk is not manned," he adds. "We already have better management reports, better statistical information, and can make better decisions on our IT needs in future."

In hindsight, the only thing that Mossop wishes for is that he had introduced HEAT sooner, and it could have been implemented as soon as he had found it. "Of course some period of consultation is essential, but in an ideal world I'd like it done overnight, immediately and at once. Seriously though, we have no complaints and there is nothing that I would have done any other way. FrontRange Solutions' staff were excellent to work with, very professional and experienced, and HEAT is exactly what we needed. We haven't even really seen all the benefits, which will come in years down the line when the system accrues knowledge of its own which it can bring to bear in future situations."