

Streamlining the support process at Reg Vardy

Company Profile

Reg Vardy plc, one of Europe's largest motor retailers, sells over 150,000 vehicles per year and manages stocks of 10,000 new and used vehicles at any one time. The company's origins date back to the 1920s, when founder, Reg Vardy, began a haulage business at Houghton-le-Spring, just a few miles from the cathedral city of Durham. Reg Vardy recognised early on the vital role IT could play in delivering solutions to all areas of a fast-expanding business. Equally, management recognised there would be times when outsourced help would be both essential and strategically valuable.

The Challenge

In order to improve customer service and internal communications Reg Vardy plc needed helpdesk software that would help not hinder the problem solving process. The existing helpdesk software was out-of-date and difficult to maintain, causing inefficiencies across the organisation. The client server application was only available to support staff and not the entire organisation, so a significant amount of time was spent taking enquiries over the telephone, rather than being able to concentrate on resolving them. Not only was it difficult to log calls; they were also difficult to analyse. This resulted in problems constantly reoccurring with no easy way of recognising the root cause.

Reg Vardy plc needed a solution that was intuitive and easy to deploy, and allowed the IT support team to really focus their attention where it was needed, in order to meet Service Level Agreements (SLAs). They also needed a solution that was completely scalable across all dealerships, so using a thin client solution, stored on a central server; Reg Vardy plc would be given this added performance and scalability.

The Solution

Reg Vardy plc took the decision to implement the Sanderson PCSL Helpdesk. This decision was made because of an already strong relationship with Sanderson PCSL and confidence in the toolset with which it was written. The IT support team were able to easily deploy the solution by simply adding it to the menu on the existing Reg Vardy intranet-Vardy Central, another Sanderson PCSL product already available across all dealerships. This meant that the new helpdesk was easily adopted by employees due to its seamless integration into their existing processes. Specific features provided by the Helpdesk are as follows:

Visibility – Once a call has been logged it is visible to all relevant parties throughout the helpdesk cycle, allowing them to keep up-to-date with any developments. Graphical representation of the SLA allows management to track the performance of the support team and analyse which problems occur most frequently so that they may be addressed more rapidly.

Solution Summary

Customer Profile

- Leading motor retailer

Challenge

- To increase the efficiency of the support process

Solution

- Replace existing helpdesk software with the Sanderson PCSL Helpdesk and Knowledge Base

Benefits

- Significant reduction in volume of calls logged
- Faster response time as calls handled more systematically
- Productivity gains across the entire business due to less administration
- Reduction in down time
- Increased efficiency and quality of work

Functionality

- Service Level Tracking
- Automated Notification
- Personalisation
- Graphical Representation

Communication – Call reports are emailed to users on completion of fault fixes. This is a major improvement on the original software as users now have the ability to see exactly what took place in order to fix the problem; this lends itself to improvements in communication between the support staff and end users.

Call Tracking - The Helpdesk software has provided the support team with the ability to track the call process using both the SLA time settings and call history option, which is displayed on each call. This allows them to monitor and constantly improve the helpdesk process.

Statistical Reporting – Having report functionality for helpdesk calls has been an important tool in highlighting problems associated with the process itself. It has helped to identify knowledge gaps and problem solving capabilities.

Knowledge Base - With the implementation of the Knowledge Base support is available to end users and the support team 24/7 – filling any knowledge gaps that may exist across the business.

Call Status – Provides the support team with the ability to highlight priority calls and action them within the timescales the business requires.

Training – Dealership training requirements can be identified by the system following the same call being logged multiple times. This allows support staff to identify reoccurring problems so that they are addressed by increasing the end user's knowledge.

Integration – The system is fully integrated with Vardy Central to allow new user logins to be created automatically as new employees join the company. Access rights are automatically defined for each new employee as they are linked to job titles, so when employees leave they are removed from the IT network in one easy step.

The Benefits

Following the seamless deployment of the Sanderson PCSL Helpdesk Reg Vardy plc has seen a significant reduction in the number of calls made per month. This is largely due to the added value of the built-in Knowledge Base, which empowers employees to solve problems themselves.

Dynamic fields have also saved the support team a significant amount of time, as users are auto prompted for extra information should it be needed to solve a problem (e.g. a hardware call requires the bar code and serial number). This also led to a better quality of service for the end user.

Specific benefits are summarised as follows:

- Productivity gains across the entire business due to reduced administration
- Cost savings as a result of less staff needed to manage the volume of calls and a reduction in down time
- Increased efficiencies due to less time spent logging calls and a faster turnaround time

Reg Vardy plc continues to work very closely with Sanderson PCSL and plan to implement new functionality in the future.



“A solution was needed that was intuitive, easy to deploy and would allow IT staff to really focus on their SLAs - the Helpdesk met this challenge.”
Group IT Manager



Graphical call statistics

“By using the Sanderson PCSL Helpdesk solution, Reg Vardy has seen significant reduction in the time taken to process helpdesk calls.”
Group IT Manager



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