

They know tiles, We know ITSM...

Client Case Study

Topps Tiles

For over 60-years Topps Tiles' philosophy has been to provide an inspirational shopping experience, unrivalled customer service, innovative product ranges and exceptional convenience in their 300+ stores across the UK and online. This would not be possible without the IT Service desk who also support colleagues in Head Office and other business areas, as well as system integrations with the website.

"We would have no hesitation in recommending both Halo and iService Solutions to anyone"



29

HALO ITSM Agent
Licences (2 concurrent)



Operating Hours

Retail hours



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THE PROJECT

HaloITSM replaced an in-house developed system and manual processes. The project was delivered using an agile approach based on discovery workshops with stakeholders for each process / module, with configuration, demonstration, and further modifications where required. Integration was needed with Azure AD, email and Meraki Webhooks. Administrator training was conducted based on shadowing of the HaloITSM configuration.

REQUIREMENTS

- Service Catalogue
- Incident Management
- Service Request
- Problem Management
- Change Request
- CMDB (Asset Management)
- Supplier Management
- Self Service Portal
- Dashboards
- Reporting
- Knowledge

HALOITSM

THE OUTCOME

Phase 1 of the project went live on time and to budget, leaving time for further modifications. Additional licenses have been purchased for IT, IT PMO, and 2 other departments (facilities and HR). Further module and Halo integrations are planned and beyond IT, there is a list of departments that are targeted for HaloITSM adoption (Finance, Marketing, Customer Care, and Retail Support).



IT Helpdesk
Efficiency



ITIL Standard
Framework



Improved
Reporting

*"iService has exceeded
our expectations"*

CLIENT FEEDBACK

The client has stated that the results they have seen in IT now means that they have a queue of departments wishing to use Halo to help improve efficiency in their respective Support areas.



Gains / Benefits

Halo delivered on all of the anticipated gains:

- Email integration has allowed the Service Desk team to focus on resolution with the removal of manually raising tickets from emails.
- An intuitive Self-Service portal has increased productivity for users and support teams as they do not have to wait for phone support and can self-resolve using the knowledge base.
- Support teams can focus on tickets and the ability to hard-code certain information saves time going backwards and forwards with users.
- Automated processes remind and even close tickets, saving time on ticket follow up.
- Customisable dashboards allow for performance overview and trend analysis, enabling focus and escalation where appropriate.
- Interaction of Incident, Problem and Change has led to the IT Dept adopting ITIL Frameworks.
- Reporting also provides insight to spot problems and opportunities for Service Improvements.
- Halo and the Self-Service Portal is becoming the centre of Omni-Channel Support to our business.

Reporting has delivered more insight than was initially anticipated, and whilst the client expected gains in efficiency for the Service Desk team, the results have been much more than initially expected. With the use of the portal, knowledge base, canned text, templates and reporting there has been a much higher return in time for actually resolving issues than expected.




Experience working with iService Solutions

The Client IT Service Desk Manager stated:

"iService were reactive and knowledgeable during the configuration process. When comparing to other suppliers, iService were open and honest during the tender process, sales cycle, and the subsequent configuration. The ongoing support has also remained responsive and consistent. One benefit is that our original configuration consultant has continued to be allocated to our account as the primary consultant and support provider. Working with iService solutions has been easy from the outset, the honest, knowledgeable and re-active approach made what seemed like an over-whelming project, a stress free and even enjoyable process. The results could not have been better!"



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