



Success through Value, Service and Innovation

## Comtec Cable Accessories Ltd

Comtec Cable Accessories Ltd has been trading since 1978 and now has offices in the UK, Far East and Middle East serving thousands of customers every day on a next day basis. Today, Comtec has one of the widest product portfolios of networking and cable accessories in the EMEA region, stocking leading brands together with an exclusive range of value engineered products. Outstanding customer service underpins the success of the business as Trevor Dustan, IT Manager confirmed; “Our success lies in our commitment to customer satisfaction, combined with good technical knowledge and ease of purchasing”.

Comtec has grown considerably in recent years opening new offices with continued expansion planned.

### The Challenge

The rate of growth presented major challenges across the business particularly for the IT department. These included; additional staff training requirements on existing business systems, new systems being implemented, together with additional phones and hardware with desktop applications. Trevor said “It was clear to me that investment in IT was paramount to facilitate the forecast rate of growth and I identified that a new service desk system was an essential first step to deliver IT support to the business”.

“The IT department was stretched, and we had out grown the incumbent system; issues were not being tracked consistently and there was endless corridor kidnapping. We also had no

metrics, so we couldn’t measure how we were doing”. The business case for a replacement service management tool was accepted; the application would underpin existing working practices where applicable and facilitate a formal call logging process by providing a consistent approach to logging, tracking and responding to requests. Trevor said “It was absolutely essential that we identify a product that could be easily configured to meet our needs and was future proof in terms of industry standards and configuration options. In short we were looking for a vendor we could work with and good value for money”. Comtec also wanted to build business continuity into the decision and a robust hosted service rather than an onsite installation to allow staff to access the system from multiple geographic offices and on the move.

### The Solution

Comtec’s approach to vendor selection was to review many different products; Trevor commented “We arranged demos and interactive webinars with a sub-set of questions that met our requirements and budget. Based on the responses, we narrowed it down to 3 possible suppliers who were sent a detailed questionnaire; we then scored each vendor based on answers to questionnaires and the demonstrations”.

The decision was made to go with the Simplisys Service Desk (formerly known as Citrus Service Desk), Trevor confirmed that “Out of the final three, Simplisys had an easier to use interface, was faster, met our requirements better and



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was competitively priced. The overriding factor, however, was the knowledge shown by the Simplisys team throughout the buying process, which was evident in the accurate answers to our questions. The GUI was well laid out that it seemed we could master operating the system very easily and quickly, more importantly Simplisys Service Desk is a fully featured ITSM tool out-of-the-box which meant we didn't need to pay a fortune for add-on features and modules to meet our requirements. Peter and his team are very knowledgeable about the product and ITSM in general and dealing directly with the product vendor was very refreshing."

When asked why they chose Simplisys Service Desk Trevor summed it up by saying "Great product knowledge, an understanding of our requirements and an excellent demo sold it for us. Even non IT people with less technical knowledge were impressed. The total cost of ownership, license cost and quick set-up process were outstanding and we could update and modify the system to meet our future requirements".

### The Result

After going through such a vigorous selection process Trevor was asked if Simplisys had lived up to expectations:

#### How was the installation project?

"The installation project was very straightforward; the transition to the new system went very smoothly and we now have a system that will allow us to support the growth of the business for many years to come".

#### What do you think of Simplisys post Go-live?

"Having used the Simplisys system for approximately 13 months now, the effort put in on the quick set-up, ongoing support and updates, just proves we picked the right package and company".

#### Has the Support service lived up to expectations?

"Yes it has, we get regular system updates as part of the service, we have a voice and are listened to - many of the ideas that I have put forward have been included in the system. Simplisys adopts a policy of continuous improvement and it shows".

#### Would you recommend Simplisys to industry colleagues and friends?

"Well, all I can say is that selecting the Simplisys system was a good decision for us so yes, I would recommend them".

For information on how Simplisys could help your organisation call 01275 240500 or email: [sales@simplisys.co.uk](mailto:sales@simplisys.co.uk)