simplisys
SERVICE DESK

Top 10 IT cost-saving benefits
Charities should be getting
from **ITSM**

Top 10 IT cost-saving benefits charities should be getting from ITSM
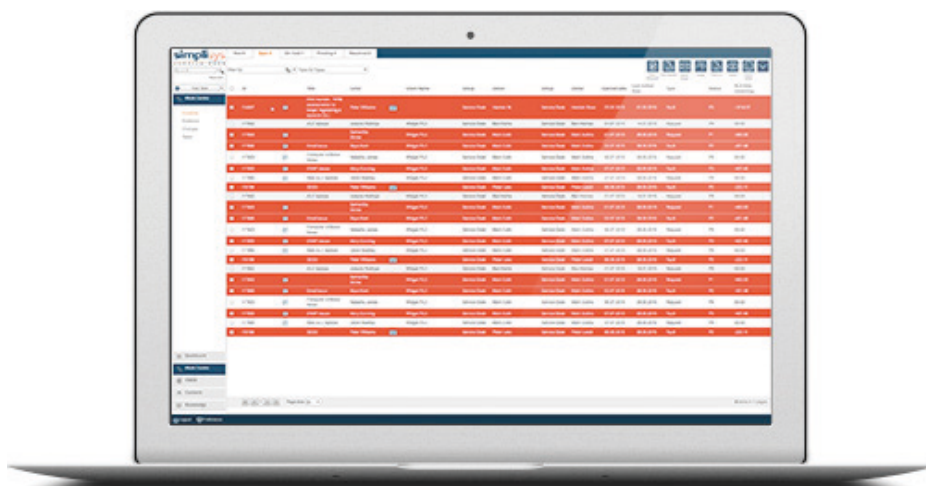
- **Configuration not customisation**

- **Get the reporting you need**

- **Business rules and workflow integration**

- **Let customers help themselves**

- **Share knowledge**

- **Keep it simple**

- **Provide consistent support**

- **Know how you are doing and where to improve**

- **Do it all from one system**

- **Do it in the cloud**

A new breed of highly capable and very cost effective IT Service Management solutions are opening up new ways for charities to manage their organisation more efficiently, drive down their IT service costs and greatly improve both customer service and satisfaction levels.

The key to actually achieving cost savings is to engage with a system that is designed specifically to address the issues faced in your kind of organisation; one that does all of the core service and IT management functions exceptionally well, and one that doesn't include lots of functionality that is just not needed and adds complexity and management costs while reducing usability. A system that has been designed around the latest technology and ITIL best practice, is highly configurable and fully featured out-of-the-box with simplicity and ease of use as guiding principles will be fast to deploy, free to adapt and maintain in-house, and will deliver greater efficiency and better customer service throughout the organisation.

Having delivered cost and efficiency improvements to many charities, we wanted to provide the sector with some feedback and pointers to areas of cost saving where we have seen substantial customers benefit realised.

Much has changed within the ITSM sector during recent years and we have found that many charities are struggling with outdated and limiting technology that is draining their precious financial resources and holding them back. We hope that this brief guide will prove helpful in highlighting some of the areas that charity IT management may wish to investigate further.
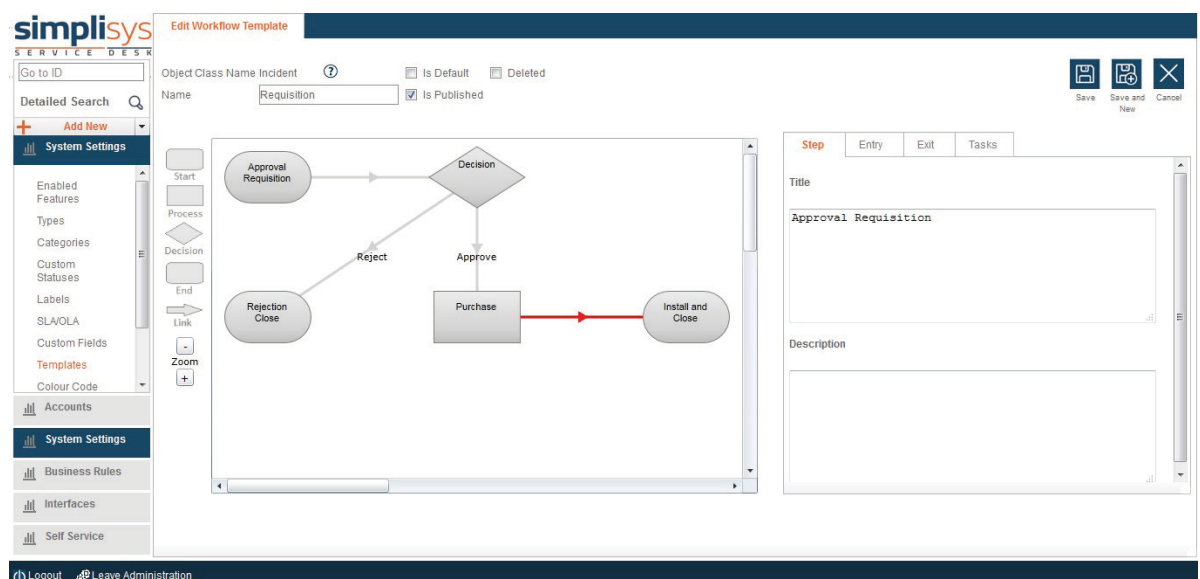
Top 10 IT cost-saving benefits charities should be getting from ITSM

1

Configuration not customisation

Feature rich, highly configurable, fast to deploy and simple to use out-of-the-box ITSM systems virtually eliminate the need for customisation using expensive consultants as any features not configured can be quickly and intuitively enabled internally. Without this option, adapting your ITSM system to operate in a way that complements your internal processes and delivers the range of services and support functions you need can be one of the most significant costs you face when setting up a new system or trying to update a legacy system.

We have found that one of the most common reasons for charities to consider switching to a more modern ITSM system is the ongoing cost of maintaining their software and trying to get it to deliver the management information they require to make timely and informed decisions. If that sounds familiar then it would certainly be worth looking into the systems now available.

Fast and intuitive configuration with Simplysys Service Desk

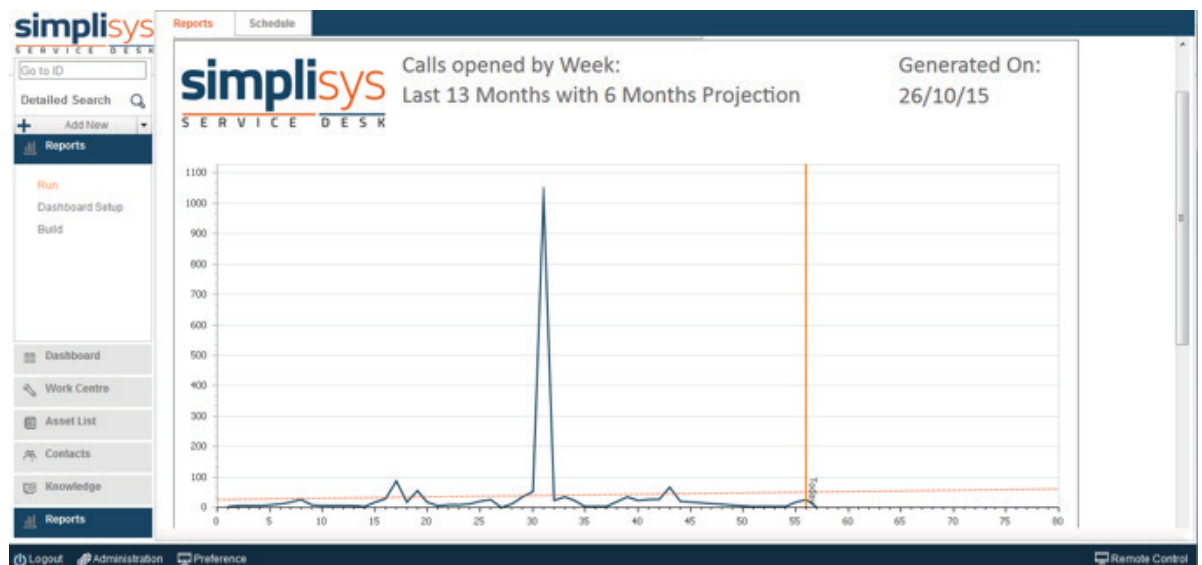# Top 10 IT cost-saving benefits charities should be getting from ITSM

2

Get the reporting you need

One of the most commonly heard complaints and frustrations about legacy systems, and even some of the newer systems on the market, is the lack of flexibility managers have regarding the reports they can run. Historical data together with current real-time information delivers clarity and informs accurate decision-making. It's the very least you should expect to be built in to your ITSM system yet many lack the range of reports needed and do not provide an acceptable way of creating them.

In our view, paying expensive consultants and developers to facilitate this is not an acceptable answer given the options available today. Simplisys Service Desk, for example, has over 85 standard reports built in and generating more is a simple configurable process. So you always have historical and real-time current information to hand to inform your decisions. And what if you want to use the information that you have and the trends you see to extrapolate where you will be in 6 months or a year ahead?

Modern systems, such as Simplisys, will provide this functionality as standard which means that you can make informed decisions and judgements, based on actual data, and provide substantial supporting evidence when determining budgets and assessing the value that IT can and is delivering to the organisation.

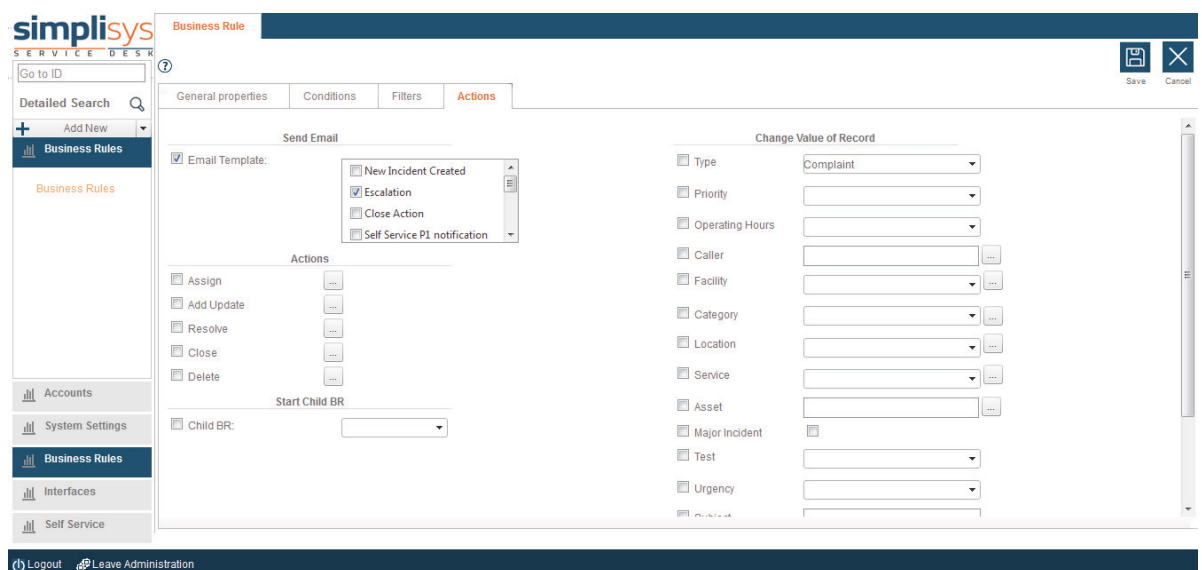*A management report with projections. Simplisys Service Desk.*

Top 10 IT cost-saving benefits charities should be getting from ITSM

3 Business rules and workflow integration

Organisations large and small have business rules and relationships that determine how incidents, problems and changes are managed, how information flows, responsibilities pass and work is allocated. Your ITSM system should complement and underpin these often complex working practices rather than dictating that they must change.

Highly configurable systems allow integration with business rules and workflows, improving efficiency by seamlessly allocating actions and directing information to the right people. A modern ITSM system will incorporate this functionality, through configuration, allowing you to align your ITSM system with your business needs.

Simplisys Service Desk allows integration with existing business rules and workflows

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Let customers help themselves

A typical scenario could be that your IT services team are already stretched in fire-fighting live technical issues that impact the organisation as a whole yet they are constantly inundated with relatively trivial requests that just distract them and get in the way of more pressing issues. Yet for the end-user, even a trivial issue may well stop them working and lead to dissatisfaction with the performance of the IT department.

Themed Self-service can dynamically promote common fixes, FAQs or simple work-arounds as possible solutions based on the issue at hand freeing up service-desk and technical staff time for dealing with more complex issues, planned maintenance or the myriad of other demands on their time. This not only keeps costs down but can dramatically improve the customer experience, employee satisfaction and perceived contribution of the IT department.
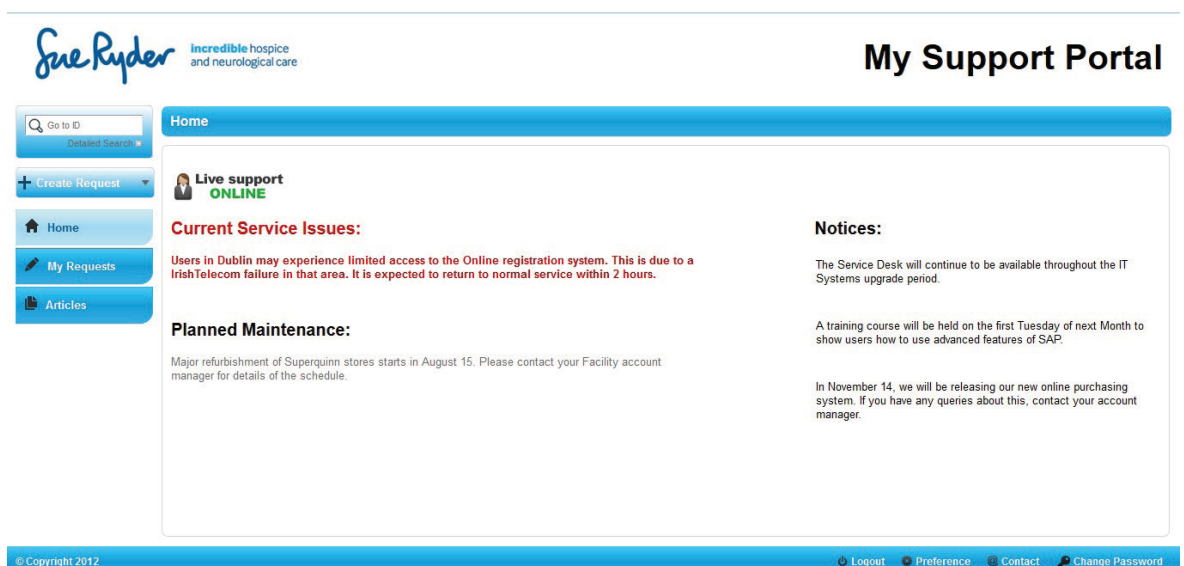
A typical themed self-service portal screen from Simplisys Service Desk

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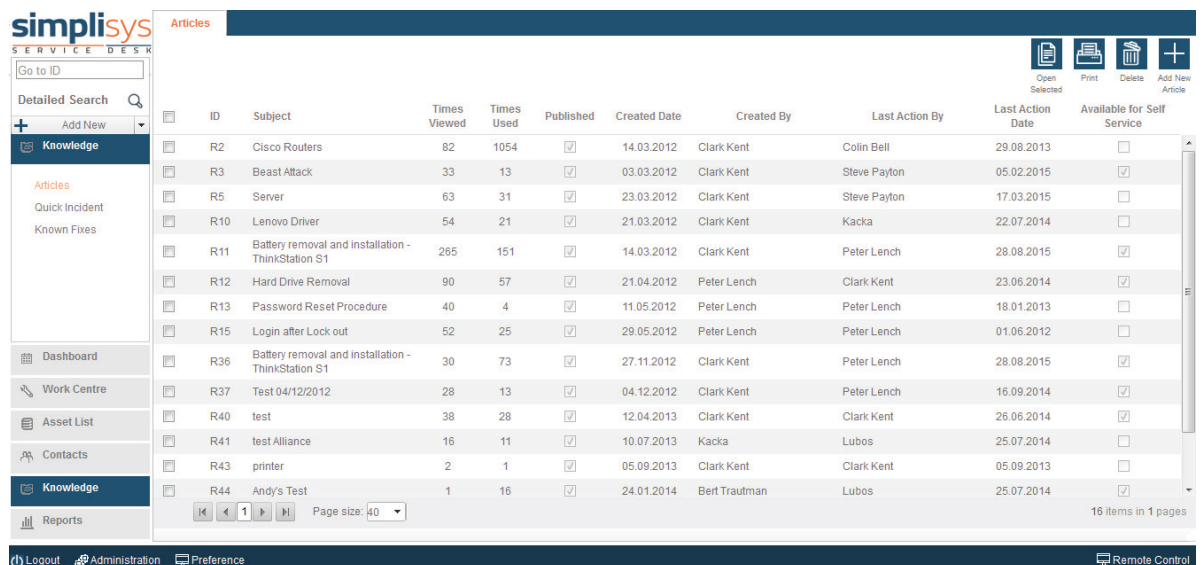
5

Share knowledge

Dynamic knowledge management can deliver for help desk staff what themed self-service does for end-users. The duplication of effort throughout an organisation in continually re-visiting and re-investigating recurring issues slows response times and adds considerably to costs.

A modern ITSM solution can centralise information and knowledge, making known issues, fixes and workarounds instantly available to all help-desk operatives including dynamic and intelligent suggestions where additional related information exists. This can greatly improve the number of calls resolved at first contact which is a key driver of service and support costs.

If your current ITSM system doesn't provide this functionality then you will be operating at a much higher cost base than you should – and if your reporting capability is inadequate you'll struggle to identify where these costs lie.

	ID	Subject	Times Viewed	Times Used	Published	Created Date	Created By	Last Action By	Last Action Date	Available for Self Service
	R2	Cisco Routers	82	1054	✓	14.03.2012	Clark Kent	Colin Bell	29.08.2013	☐
	R3	Beast Attack	33	13	✓	03.03.2012	Clark Kent	Steve Payton	05.02.2015	✓
	R5	Server	63	31	✓	23.03.2012	Clark Kent	Steve Payton	17.03.2015	☐
	R10	Lenovo Driver	54	21	✓	21.03.2012	Clark Kent	Kacka	22.07.2014	☐
	R11	Battery removal and installation - ThinkStation S1	265	151	✓	14.03.2012	Clark Kent	Peter Lench	28.08.2015	✓
	R12	Hard Drive Removal	90	57	✓	21.04.2012	Peter Lench	Clark Kent	23.06.2014	✓
	R13	Password Reset Procedure	40	4	✓	11.05.2012	Peter Lench	Peter Lench	18.01.2013	☐
	R15	Login after Lock out	52	25	✓	29.05.2012	Peter Lench	Peter Lench	01.06.2012	☐
	R36	Battery removal and installation - ThinkStation S1	30	73	✓	27.11.2012	Clark Kent	Peter Lench	28.08.2015	✓
	R37	Test 04/12/2012	28	13	✓	04.12.2012	Clark Kent	Peter Lench	16.09.2014	✓
	R40	test	38	28	✓	12.04.2013	Clark Kent	Clark Kent	26.06.2014	✓
	R41	test Alliance	16	11	✓	10.07.2013	Kacka	Lubos	25.07.2014	☐
	R43	printer	2	1	✓	05.09.2013	Clark Kent	Clark Kent	05.09.2013	☐
	R44	Andy's Test	1	16	✓	24.01.2014	Bert Trautman	Lubos	25.07.2014	✓

16 items in 1 pages

A dynamic Knowledge Base saves time and cost while improving customer service
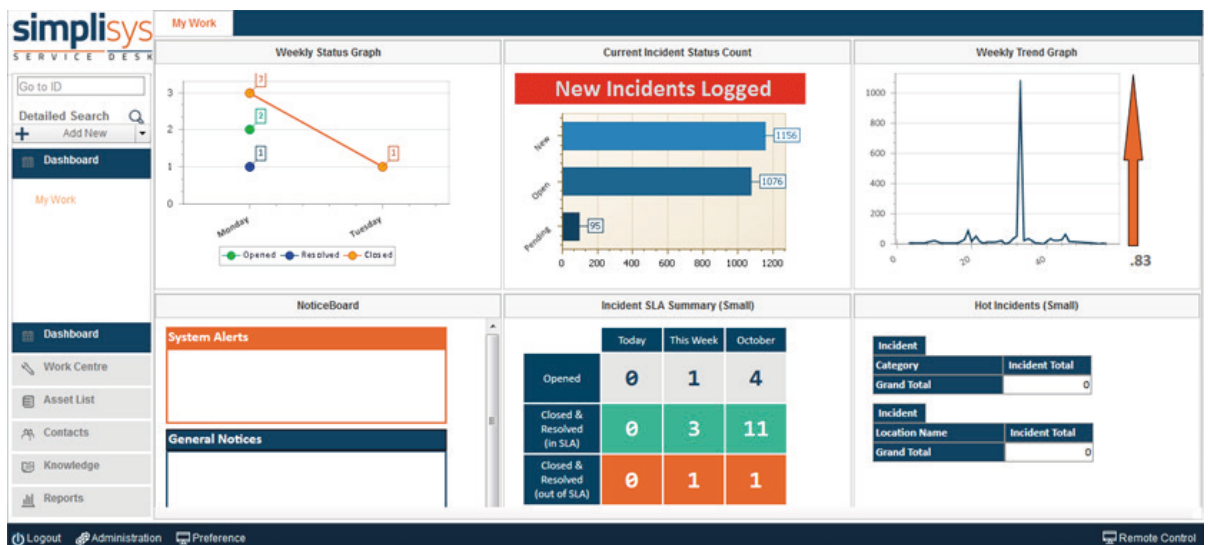
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6

Keep it simple

You want an ITSM solution that is easy to work with – both at a technical and user level. A simple and intuitive user interface reduces training costs and encourages usage. But if you are using a legacy system that has been re-worked and added to over a number of years it is highly unlikely to be able to deliver the user experience that modern Service Desk can.

The use of features like graphics, dynamic dashboards and self-service to name but a few have dramatically changed the way that users of all kinds interact with the system. It is also likely that a modern system which encourages engagement and delivers high levels of customer satisfaction will be considerably cheaper to run as well.

Personalised dashboard screen from Simplisys Service Desk
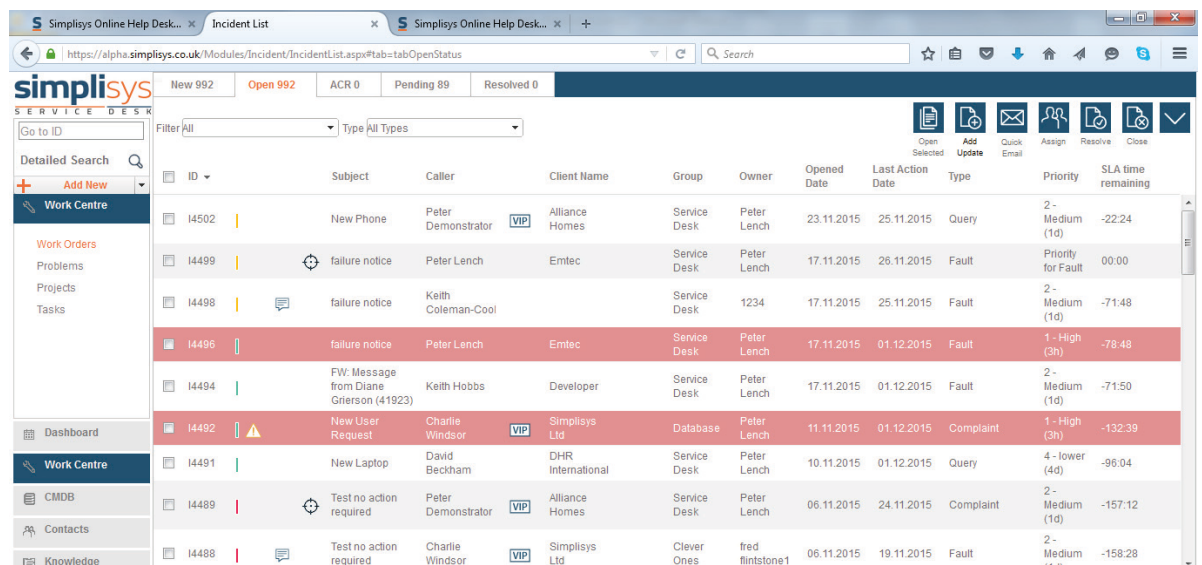
Top 10 IT cost-saving benefits charities should be getting from ITSM

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Provide consistent support

One of the most common challenges facing IT Managers is how to deliver a consistent service which meets the expectations of their IT consumers and is aligned with organisational goals. It's easy to keep users happy when there is little else going on but IT departments within charities are rarely in that position so they need a framework that allows them to deliver consistency and repeatability.

An ITSM solution, such as Simplisys Service Desk, that has been designed around ITIL best practice will achieve this while allowing IT professionals to focus on process improvement and the broader objectives of the charity.

A simple, intuitive interface provides key IT Service Management information in one place

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Know how you are doing and where to improve

Accurately assessing performance against SLAs and KPIs to improve departmental efficiency is very hard if you don't have real-time information available to you. You are always behind the game, trying to catch up and, if you aren't meeting agreed SLAs, it's hard to be proactive in identifying and addressing the issues in time to get you back on track. Knowing this and being able to do something about it in a cost-effective way, is very hard unless you are running a modern ITSM system that tracks issues end-to-end and provides comprehensive data acquisition and reporting.
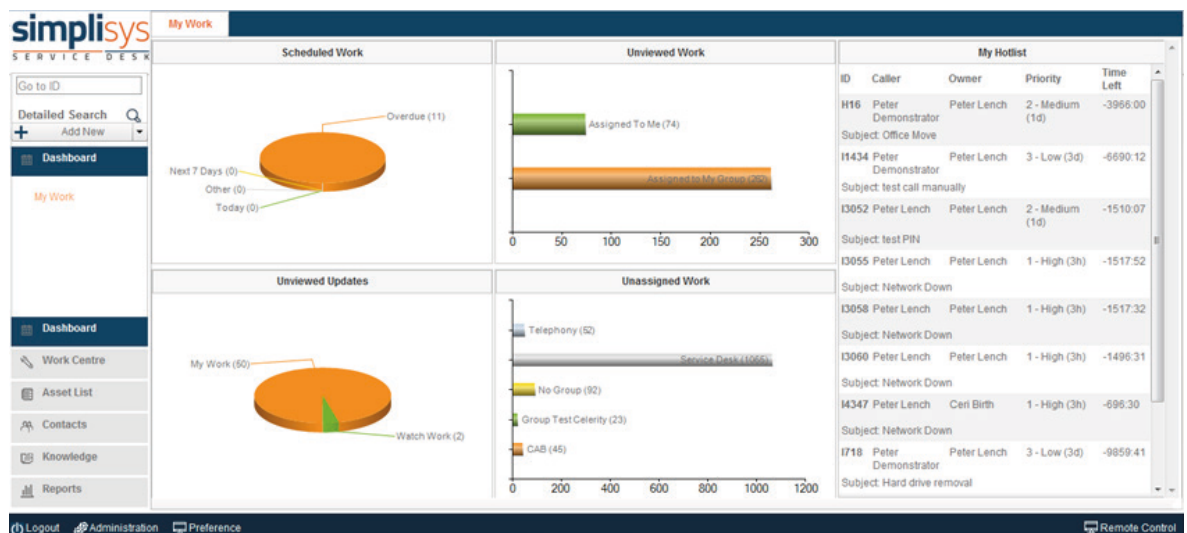
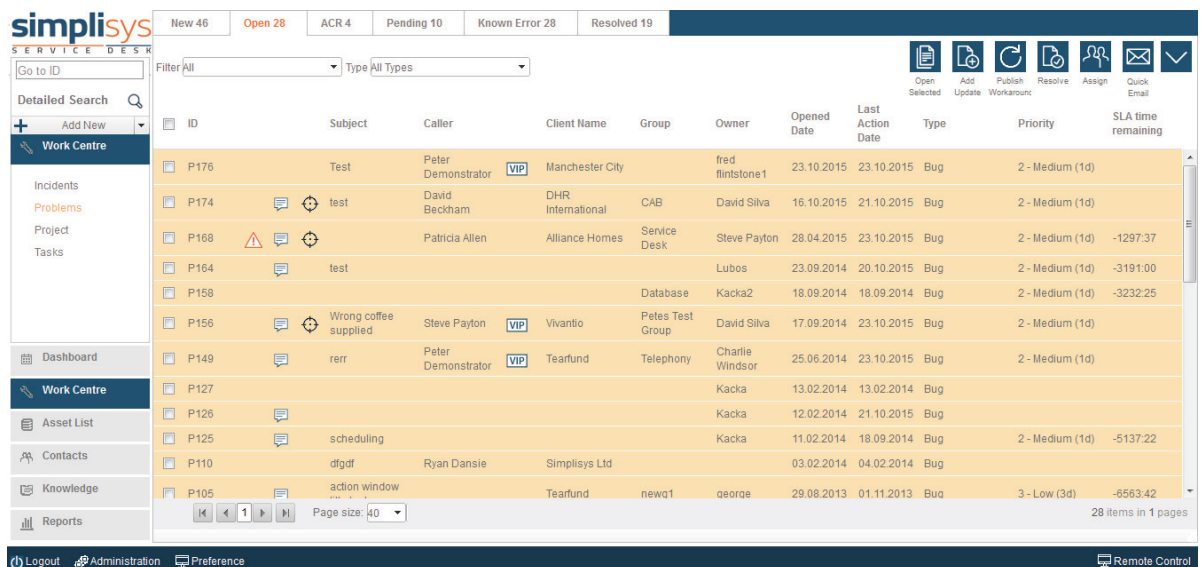*Real-time information helps IT managers meet SLAs*

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Do it all from one system

Incident, Problem, Change, Release, Task and Project Management within one system allows you to plan, schedule, manage and control key service elements and assets across your entire organisation with real-time visibility of progress and status.

The range and depth of information available through the latest systems, and the multiple ways that the information can be distributed, displayed and presented makes this a highly valued IT management facility.
It empowers charities to do more with less and focus more of their resources on the causes they support.

Simplisys Service Desk combines Incident, Problem, Change, Release, Task and Project Management in one place

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Do it in the Cloud

Running IT systems from Cloud-based applications is the way that much of the industry is heading. There are many reasons for this and many benefits to organisations of all kinds and sizes but as this guide isn't a discussion about the benefits of Cloud computing we won't cover them here. For the purposes of this document, it should be noted, however, that running Cloud-based ITSM solutions can deliver significant financial and operational benefits to charities while providing far greater flexibility/scalability, less up-front and on-going maintenance costs and data-centre level security. Companies like Simplisys, however, recognise that the Cloud option isn't for everyone so they offer the choice of running their applications as either Cloud-based managed services or on-premise installations.

About Simplisys

Simplisys Limited is the developer of Simplisys Service Desk (formally known as Citrus Service Desk). When we designed Simplisys Service Desk our objective was to quite simply create the ultimate service desk application for use in the real world – a rich feature list, configuration not customisation at its core, fast implementation out of the box, integration with your workflows and business rules, following ITIL best practice and a price point that makes it accessible to most organisations.

Simplisys Service Desk is designed developed, installed or hosted, and supported by our team at Simplisys Ltd. With our head office in Portishead, Bristol, Simplisys Ltd is an ISO 9001 registered company and delivers solutions to industry best practice quality standards. Our approach to implementation is to work closely with our customers, understanding requirements and reasons for change and ensuring that projects exceed expectations. We are keen to support the Charity Sector and offer discounts to registered charities.

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Accreditation Board

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