

strengths when compared to their competitors including:

- Clear, uncomplicated and consistent design throughout all areas of the system leading to ease of use.
- “Simply Smart” technology enabling automation via Business Rules and Workflows
- Configurable AD and Email integration out of the box.
- Support for multiple email boxes and custom email templates for each action.
- Dynamic, interactive and configurable personal dashboards.
- Dynamic Knowledge Management enabling more calls to be closed at first contact.
- Comprehensive management reporting including trend analysis. Real-time statistics as and when required.
- Service level management through ticket lifecycle including third party SLA tracking.
- Customised Self Service Portal – an extension to the corporate website, enabling staff and volunteers to view the status of calls, update existing calls and add new calls with dynamic knowledge management (FAQ’s, How Do I’s).

Another important factor for Sue Ryder was flexibility in terms of the license models, deployment options and payment plans. Simplisys is a web-based application available as a service (SaaS) or as an on-premise installation.

The Result

After going through such a vigorous selection process Paul Fitzpatrick (Service Manager) was asked if Simplisys had lived up to expectations:

What do you think of Simplisys post Go-live?

“The system has been live for over 18 months, the product just does what it says on the tin. Ongoing support and updates by Simplisys make it an easy and effective application to live with. In fact it has been so well received we are realising our vision to extend the scope of the application from an IT service desk to an Enterprise wide service desk. We have managed this by leveraging the powerful Roles and Permissions functions built into the solution. Simplisys is fast becoming a business critical application”.

Has the Support service lived up to expectations?

“Yes it has, we get regular system updates as part of the service. We have found that many of the ideas we have put forward have been included in the system, demonstrating that Simplisys listen to us and take our views seriously”.

Would you recommend Simplisys to industry colleagues and friends?

“I have used many ITSM solutions in my career and none in my view compete in terms of value for money so yes I would recommend the system”.

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