

Liverpool City Council sees 30% reduction in Service Desk calls through automation



“For the last 3 months, compared to the same 3 months in 2016, we have seen a 30% reduction in phone calls to our ICT service desk”



**Liverpool
City Council**

Liverpool City Council is the governing body for the city of Liverpool in Merseyside, England. It consists of **90** councillors, three for each of the city’s **30** wards.

The council’s ICT department consists of approximately **160** staff, supporting around **5000** technology users.

Client	Liverpool City Council
In Brief	Liverpool City Council implemented Alemba Service Manager as a single, integrated solution to provide their ICT customers with an easy to use service catalogue.
Location	Liverpool, England
Reach	The Department consists of 160 staff supporting around 5000 technology users.

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Brendan Lavelle, Programme Manager at Liverpool City Council

Executive Summary

Liverpool City Council decided to replace a number of ‘point’ Service Management solutions with a single integrated solution that could also provide end user portal functionality. The council aimed to enable a streamlined and speedy migration from current to new solutions, and to support continued service improvement, expansion and efficiency.

The council implemented Alemba Service Manager as single, integrated solution to provide their ICT customers with a service catalogue. The Alemba Service Manager solution helped Liverpool City Council achieve:

- End-to-end automation of their procurement and business change processes
- A 30% reduction in calls to the ICT Service Desk in 3 months
- A robust audit trail for reporting
- Increased customer satisfaction through self-service and increased visibility of Request progression

Challenges

Liverpool City Council relied on a number of different systems to provide the business with a service catalogue and a method of logging business changes into the ICT department.

One of the key challenges faced by the Liverpool City Council team was the limited interaction between the systems and fact that they required manual intervention to transfer information from one system to another.

They decided to streamline this process by implementing one system which can provide a more comprehensive and flexible delivery of processes and also allows automated interaction with other Liverpool City Council systems.

“We were working with a number ‘point solutions’ that hadn’t been renewed for over 6 years, which often resulted in duplication and didn’t offer us the flexibility we could get with a single integrated system,” says Brendan Lavelle, Programme Manager at Liverpool City Council

Alemba’s ITSM tool could offer one central system for the delivery of request workflows to help Liverpool City Council manage their procurement and business change processes more effectively and efficiently.

 ICT STAFF

160

 USERS

5000

 FEWER CALLS

30%

Implementation

Liverpool City Council implemented Alemba Service Manager to present their ICT customers with self-service access to the various services they provide. Known internally as the Userhub, Alemba Service Manager allows all faults to be reported through the 'Report it' option with the information pushed through to the core Alemba Service Manager application.

Similarly, the majority of the council's Service Requests (over 100) are now available through the 'Request it' option. The council saw the benefit of being able to automate approvals, notifications and allocation of tasks. Consequently, they have built workflows for all of these Requests, allowing the customer to identify and select what they want and then raise their Request from the Userhub.

Other menu options such as 'Relocate it', 'Dispose of it' and 'How do I' provide links to pages on the Liverpool City Council Intranet. The 'Tell us about it' option pushes feedback, compliments and complaints into the Alemba Service Manager system.

The most used requests are set up as 'promoted items'. These currently include access to team drives, new log-in accounts, access to team mailbox, reset a colleague's

log-in account, block/unblock website and standard application work requests.

There are many more options within the menu structure, including Requests for teams outside ICT. The council's SAP (Finance) support team are currently also using Alemba Service Manager and they will shortly be rolling out the solution to Adult's and Children's Services support teams.

Results, Return on Investment

One of the council's business drivers was to increase customer self-service and reduce call-handling. Within months of implementing Alemba Service Manager, telephone call volumes to the ICT Service Desk were reduced significantly.

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Alemba Service Manager has also allowed the Liverpool City Council team to keep a meaningful audit trail. *“Now that a lot of work is done from within the Alemba Service Manager application, a much more robust audit trail is presented,”* says Brendan Lavelle. *“For example, being able to issue emails from within the system is proving very useful.”*

One of the challenges the council had previously was keeping their customers informed of progress. With Alemba Service Manager, customers can now track the progress of their Faults or Requests.

“I like the fact that the system is very configurable. This has given us the opportunity to challenge existing processes and look at how best we can deliver our service using Alemba Service Manager and the underlying automation it offers,” Brendan Lavelle concludes. *“The true end-to-end automation we can create through Alemba Service Manager has significant potential.”*

Future Plans

Liverpool City Council plan to evolve their use of Alemba Service Manager significantly in the near future.

One of the next steps is to integrate with VMware's vRealize Orchestrator to allow for the automation and audit of server virtualization. Alemba Service Manager allows for the end-to-end automation of all business processes, dramatically improves the time to virtual server delivery.

In addition, the council is also planning to integrate with SNOW for license management, put in place a complex workflow for their project management and procurement processes, and are also hoping to integrate with their current enterprise architecture tool, Abacus.

Finally, the Liverpool ICT team are also eager to start encouraging other service areas to take advantage of the Alemba Service Manager capabilities.