

PUBLIC SECTOR IT SOLUTIONS

Supporting a Social Housing provider with the implementation of a new IT Service Management (ITSM) framework to boost customer satisfaction

OUTCOMES

CHALLENGE

01

Multiple dispersed sites with workers rarely onsite impacting service quality.

OUTCOME

A cultural shift towards onsite presence now ensures all sites are regularly visited, leading to improved service quality.

02

Over-reliance on temporary resources to ensure service delivery.

Project team phased out at end of the project, with a new permanent team embedded, aligned to the culture.

03

Issues are frequently unresolved during the initial call, prolonging resolution time and affecting the business.

Significant increase in first call resolution rate, leading to more satisfied customers.

GOALS

01.

DEFINE NEW ITSM FRAMEWORK

After concerns over customer satisfaction, the client required a new ITSM framework that prioritised customer experience, addressing key issues, vulnerabilities, and inefficiencies.

02.

IMPLEMENT SUSTAINABLE PROCESS

After identifying the root cause of the issues, the client needed a clear business process to ensure long-term improvement in customer satisfaction.

03.

FUTUREPROOF FRAMEWORK

With the risk of repeat problems, once the project was completed, the client needed a framework to monitor the performance of the service.

DELIVERY

12 month project

Deployed ITSM expert onsite to identify key pain points.

Rolled out and the new ITSM framework within agreed timeframe.

Established a KPI monitoring framework to ensure all team members met the required standards.

Phased out project team, with the service now being managed entirely by a permanent team.

Define key KPI's, processes & SLAs to define a new ITSM framework.

Implemented onsite project team to drive the new processes.

Developed a rota to ensure consistent onsite presence at all locations and provide guidance on future staffing needs.

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REACH OUT...



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