

The Seven Key Challenges of a Service Desk Software Rollout



When implementing a service desk software solution, there are many issues to consider and many challenges to overcome. The goal here is to organize your help desk processes to improve your ability to track problems, but assessing the multitude of needs of both your end users and technical staff is no easy task, and finding a single solution that can address all of your concerns is an even bigger challenge.

Fortunately, Monitor 24-7 is here to help.

With this in mind, we've mined our customer interactions to compile a list of the most common challenges that you may face when implementing service desk software and how Monitor 24-7's IncidentMonitor is specifically designed to help you overcome these issues.

As an I.T. professional, you are charged with employing best practices to build out your company's ITIL-certified service desk offerings. By understanding - and learning how to overcome - the Seven Key Challenges of a Service Desk Software Rollout, the process will be much more seamless.

Introduction: The Selection Process

The two most important aspects of your selection

of a service desk software solution will be (a) whether it has the features you require; and (b) how user friendly is it. Secondary - but still extremely important - considerations include price and architecture.

The keys trend here are:

- Technology is changing so quickly;
- Workforces are dynamic and when key employees leave, they take their knowledge with them - unless it is saved in a database; and
- Users crave self-serve options.

The upshot is your help desk software solution must be a repository where knowledge can be stored, managed and distributed with ease - just as IncidentMonitor is.



CHALLENGE NO. 1: Setting up (ITIL) Workflows

Information Technology Infrastructure Library (ITIL) is a set of practices for I.T. service management designed to align I.T. services with business needs, but with the flexibility of only implementing what is relevant to each individual business. It's the most popular approach for I.T. Service Management, and businesses that are compliant with ITIL will benefit from both improved I.T. services and reduced costs.

Among the ITIL workflow processes you'll be faced with setting up are Incident Management, Problem Management, Change Management, Service Asset & Configuration Management, Release Management, Request Fulfillment, Service Level Management, Service Catalogs, Release Management, Knowledge Management and Event Management.

Monitor 24-7's IncidentMonitor, which has been certified as ITIL-compatible for three PinkVERIFY 2011 processes (and ships with an additional seven ITIL-enabled processes, is an ideal solution to help you meet your ITIL goals. The ITIL processes are included within the solution at no extra charge and provide a means for your ITIL processes to be up and running within a few days.

IncidentMonitor's user-friendly drag and drop Admin Process Designer tool allows the process flows you want - regardless of complexity - to be dropped into the solution. Better yet, the software also supports all custom or generic service desk processes.

CHALLENGE NO. 2: Anytime, Anywhere Secure Access for Users and Support Staff

In this age of always-on and hyper-connectivity, both end users and support staff need to be able to log and/or view service desk tickets in a web support portal at any time and from any location. Mobility is a huge issue as your employees - especially those that are servicing clients outside the office -- need to be able to access data and systems from their smart phones. In fact, the service desk could very well be the most accessed corporate system from mobile devices.

IncidentMonitor features an icon-driven mobile interface right out of the box, which will automatically launch when your users are accessing the service desk portal on their iPhone, Android device, Windows phone or Blackberry. IncidentMonitor will run on any browser used by those devices, sensing what device is being used and automatically presenting the appropriate browser layout.

Out of the box, the solution comes with multiple clients such as web, Windows and mobile, providing many possible points of contact for your team. And whether you're accessing IncidentMonitor remotely through a mobile device, or more traditionally through a desktop or laptop, you can rest easy knowing that security is not a worry.

Security is assured through IncidentMonitor's successful completion of Symantec's Web Application Penetrating Testing, making it one of the few service desk applications to have Symantec's stamp of approval.

CHALLENGE NO. 3: Avoiding Communication Breakdowns

In a service organization, information is power. Without it, your staff may become frustrated, wondering what has happened to their service requests or whether they're just shouting into the abyss. An organization that communicates well - keeping its contacts, support team and management informed - will ultimately function well. IncidentMonitor gives you the tools you need to keep the lines of communication open. From routing emails to support staff and contacts to subscribing to tickets to stay updated via email, from emailing directly from a ticket to having direct contact via chat (see Challenge No. 4, below) - though its SLA engine, IncidentMonitor allows you to proactively update staff and management.

IncidentMonitor features completely integrated email functionality (both incoming and outgoing), so any email correspondence that is directed to the support desk will automatically be picked up and deposited into the software.

Clients with SLAs in place will find the email functionality within IncidentMonitor invaluable. As the SLA threshold approaches, IncidentMonitor will send out proactive emails to the assigned technician, reminding them that they need to work on that ticket with the deadline looming. These timer-based communications are completely user controlled, so it's an option that can be turned off for non-SLA help desks.

IncidentMonitor will automatically update after each response by all parties so that the entire communication flow is bundled within a single ticket, providing you with a single repository for all the information you require.





CHALLENGE NO. 4: Adding a Help Desk Chat Option for End Users

While email remains the go-to communication channel of choice, in today's world of real-time solutions, you are often in need of instant answers. Let's face it: internal customers need to have the same level of support that you provide to your external customers. And that means integrating chat functionality into your service desk solution.

IncidentMonitor has featured Integrated Chat for a couple of years (bundled into the product at no extra cost), giving you the tools to support your customers at a much higher level. This component provides your service staff with service-based chat which leverages service items, end user access and resource assignment.

When combined with the bundling of all email correspondence into a single ticket (see challenge No. 3, above), the chat functionality makes helping users that much more efficient.

IncidentMonitor's Chat functionality is tightly integrated with other features such as Service Catalogs, skills-based routing and reporting, providing for a more robust solution.



CHALLENGE NO. 5: Ease Strain on Administrator and Support Staff

Ideally, the service desk software solution you choose will make life easier for both your support staff and your administrator. Your support personnel crave a tool that allows them to take a click-and-save approach to logging new tickets. Your administrator, meanwhile, seeks a very simple way to manage this solution.

IncidentMonitor addresses both of these needs.

Features such as Templated quick calls, the New Request Wizard (with automatic categorization based upon historical data), automated matching to historical tickets and memorized responses for one click updates are all designed to make your support staff more efficient and increase productivity.

Your administrator will also benefit from IncidentMonitor's Workflow Designer, an automated solution that allows workflows to be created in just minutes.

CHALLENGE NO. 6: Immediate Solutions Available Before Calls are Logged

Of course, the Holy Grail of help desk software solutions is providing answers to your end users before they actually finish opening up a service ticket. Imagine the savings - both from a cost and a resource perspective - if your end users could find solutions to their issues themselves.

That's where the Knowledge Management component of IncidentMonitor plays such a vital role.

When the end user begins the process of opening a service ticket online and types in the description of the problem, IncidentMonitor takes the information from that field and employs a natural language search against the knowledge database to automatically search for possible solutions. The end user sees a list of matching articles that likely contain the answers to their questions, meaning there's a high probability they won't have to contact the service desk after all.

By easing the strain on service desk staff, you'll be able to create a team that's leaner, more cost effective and more efficient.



CHALLENGE NO. 7: Provide Solution Tips to Support Agents

Naturally, there are situations when the end user will in fact need support. And in an age in which instant information and lightning fast access to data are givens, your help desk support team needs to be able to provide solutions to your staff virtually in real time.

Fortunately, the same knowledge base technology in IncidentMonitor discussed above is also one of the key weapons in the help desk

technician's tool belt.

Moving knowledge from the minds of your employees into the system will allow your staff to rapidly transfer knowledge to the users and give them a means to quickly address known issues. That level of efficiency will also help reduce the demands on your service desk, transforming it into a more cost-effective unit.

So when the technician is actually on the phone with the end user asking them to describe their problem, by employing IncidentMonitor's natural language search, they are able to leverage existing knowledge articles as well as previous tickets to be efficiently resolve the end user's issues.

Ready For a Talk?

You now have a better understanding of the some of the major challenges you'll face when selecting a service desk software solution and rolling it out.

Better yet, you have an answer to your question about which solution best suits your needs.

Now, it's time to sit down with us and map out your solution.

About Monitor 24-7 Inc.

Launched in 1999, Monitor 24-7 redefines service management with a full-featured out-of-the-box service desk and customer-facing business process.

The award-winning IncidentMonitor delivers state-of-the-art business processes and intelligent workflow capabilities in a fraction of the time and at a fraction of the cost of other solutions. IncidentMonitor's single platform approach does not require expensive customization or additional modules.

The ITIL (IT Infrastructure Library)-compatible IncidentMonitor open framework allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization. For more information please visit www.monitor24-7.com.



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