

versaSRS HelpDesk | quality of service

Case Study / Interview – Cord International

"Managing service delivery across multiple sites was a nightmare and VersaSRS Helpdesk enables this pretty much instantly."

Dan Wilson, Director, Cord International

Case Study / Interview – Cord International

Organization:

Cord International

Where Solution Used:

Kent, UK

URL:

www.cordinternational.net

Industry:

Procurement, Supplier,
Construction, Oil & Gas

Key VersaDev Product Used:

versaSRS HelpDesk

Key Technologies Used:

MS .Net Framework 2.0
ASP .Net
MS SQL Server 2005
MS Exchange 2003
MS .Net Windows Services
Active Directory
Web Services

versaSRS HelpDesk

BACKGROUND

Cord International is an established supplier and procurement specialist providing services to the construction industry and the oil and gas industry, worldwide. Our goal is to deliver solutions that support your projects. From nuts and bolts to complete fleets of vehicles and equipment, our comprehensive service includes rental options and access to specialist manpower. We focus in the supply and export of a wide range of heavy equipment, vehicles, spare parts, tools, construction materials and oil field equipment. We also offer expert support, advice and consultancy to international companies working in remote areas and developing countries.

INTERVIEW

Dan Wilson, Director, Cord International

DATE

7/04/2011

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Please describe the business using versaSRS HelpDesk.

Cord International's dedicated fleet management company BTS provides expert advice and specialist support in the In Vehicle Monitoring Systems market.

BTS was established to provide its clients with expert advice and specialist support in all their fleet management requirements. Operating principally in Azerbaijan, Georgia and Kazakhstan, BTS is an innovative, small company run by a management team with a proven track record in the In Vehicle Monitoring Systems (IVMS) solutions market. BTS is an authorised distributor of the Mix Telematics range of products and has established offices and facilities in Kazakhstan.

What were the issues faced by the business unit prior to implementation of versaSRS?

Maintaining service levels became a major factor in the business value proposition.

Managing service delivery across multiple sites was a nightmare and VersaSRS Helpdesk enables this pretty much instantly.

What products had you reviewed prior to using versaSRS HelpDesk?

We looked at the GotoAssist package as well as Syssaid's offering but neither had the feature list the VersaSRS Helpdesk offers.

What were the deciding factors in choosing versaSRS HelpDesk?

Customizability as well as overall flexibility.

The built-in asset and contract management modules with the ability to link call history is a massive advantage.

Was versaSRS HelpDesk easy to implement?

We outsource our IT so it was just a case of asking the service provider to install the application on the server and that was it.

The client just needed to know what email address to send requests to.

Did you know what versaSRS HelpDesk was capable of?

Initially I had a good idea having seen a demonstration but still did not know the full extent to which the application can be adapted until after we implemented it.

Was any formal training required?

Training users was fairly simple even if they had no previous experience in a call handling, helpdesk environment.

A simple walkthrough and an explanation of business processes is all that's needed.

In what ways is the business using versaSRS HelpDesk?

VersaSRS Helpdesk is used to provide end user support by recording all service requests.

Each one is identified and assigned to the most appropriate person/department.

What is the biggest impact versaSRS has made on your business?

The ability to assign work to different teams based at other locations by the click of a mouse button.

It is a huge advantage to be able to see an overall view of how the service delivery function is performing at any moment in time.

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How do you think versaSRS HelpDesk may have contributed to your customer's satisfaction or business delivery?

Customers now get constant feedback starting when they log the initial query.

Issues are resolved within SLA's due to the colour coding system. First contact resolution improves more as the knowledge base grows.

About VersaDev

VersaDev is an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications for small to large-sized businesses worldwide.

Our flagship product, versaSRS HelpDesk is HelpDesk/Service Desk software that is built on cutting-edge Microsoft .NET, XML, and Web services technologies.

versaSRS HelpDesk enables organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

In addition, versaSRS HelpDesk enables businesses to leverage off their existing investments in technologies such as Microsoft's Windows, Internet Information Server and SQL.

VersaDev also provide custom software development for global enterprise clients with specific business needs in the areas of business process improvement, workflow and automation processes.

VersaDev's customers range from small to large companies in manufacturing, computing services, agriculture, retail, health, government agencies, universities and professional firms of all kinds.

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