

versaSRS Help Desk . Service Desk . ITSM

quality of service

Case Study – eWorks

"VersaSRS helpdesk is very easy and straightforward to implement. We host our own VersaSRS, also have great support from VersaDev."

Eric Kuncoro, Web Technology Consultant, eWorks

Case Study – eWorks

Organization:

eWorks

Where Solution Used:

Melbourne, Victoria

URL:

www.eworks.edu.au

Industry:

Education

Key VersaDev Product Used:

versaSRS

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

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BACKGROUND

eWorks is a leading exponent of e-learning solutions and technology training.

They are continually reviewing their products and services to develop solutions that match the pace of change in industry and technology.

INTERVIEW

Eric Kuncoro, Web Technology Consultant, eWorks

DATE

2/09/2011

Case Study – eWorks

Please describe the business using versaSRS HelpDesk.

eWorks is a leading Australian provider of e-learning products and services for the vocational education and training (VET) sector for more than 12 years. Our products and services are continually under review to ensure they match the pace of change in industry and technology and can be grouped into five areas: E-Learning Content, Delivery Platform, Standards, Training and Consultancy.

eWorks is recognised as a leader for expertise, innovation and delivery in the e-learning industry, and working with over 200 organisations around Australia, and provides its clients with leading-edge e-learning solutions. Based in Melbourne, our team bring their own wealth of e-learning knowledge, experience and expertise to each solution offered and delivered.

We provide many benefits to our clients, including delivery and support in the following areas:

- Content easily and quickly created or converted into a course either from your existing training materials; or customised to meet the unique requirements of your organisation
- Delivery platform full hosted and integrated with the latest technologies (including initial training and ongoing support)
- Access to ongoing training to educate, inform and support your e-learning
- Consultancy to analyse your organisational e-learning needs and support implementation

E-learning Professional Development program to help and guide your trainers, we pride ourselves on providing our clients with flexible solutions, delivering cost efficient and effective results. Our personnel are e-learning practitioners, and as such are dedicated and passionate in assisting others to use the online medium for the best possible outcomes.

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

It was difficult to monitor helpdesk support queries from clients, we were using spread sheets at the time. Hence, we were looking a simple and good solution to provide tracking system

- Unable to find previous history for each organisation easily
- Had to search contact details from different application
- It took more time to update spread sheet than doing the technical work itself.

What products had you reviewed prior to using versaSRS HelpDesk?

We were reviewing ITSM with Kangan Institute (formerly Kangan Batman TAFE)..

What were the deciding factors in choosing versaSRS HelpDesk?

We were looking for web based solution. We couldn't see the online version of ITSM at the time.

Was versaSRS HelpDesk easy to implement?

VersaSRS helpdesk is very easy and straightforward to implement.

We host our own VersaSRS, also have great support from VersaDev.

How many technicians currently use versaSRS HelpDesk?

Two.

Did you know what versaSRS HelpDesk was capable of?

Yes, all we need is to track history of support. We currently don't utilise all the functionalities of the system, such as bug tracking.

Was any formal training required?

No.

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In what ways is the business using versaSRS HelpDesk?

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

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

Monthly/annual reports are generated from versaSRS detailing total tickets, ticket types, closed tickets, and how many tickets submitted from organisations.

Automation.

The ticket creation via email, and notification to support person is very helpful. So support people can follow up tickets efficiently.

Our Clients have advised they are appreciate being able to see their tickets from their versacat instead of just receiving emails.

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

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versaSRS 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 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.

**VersaDev Pty Ltd
134 Gilbert Street
Adelaide SA 5000
Australia**

**t:: +61.8.8463.1914
f:: +61.8.8212.8447
e:: sales@versadev.com
w:: www.versaSRSHelpDesk.com**