

# **versaSRS HelpDesk** | quality of service

## **Case Study / Interview – Regency Media**

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Dominic Borg, Service Delivery Manager, Regency Media

## Case Study / Interview – Regency Media

**Organization:**

Regency Media

**Where Solution Used:**

Victoria, Australia

**URL:**

www.regencymedia.com.au

**Industry:**

Optical Media Manufacturing

**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**

Regency Media has been manufacturing media for the Home Entertainment Industry since the mid 1950's. Regency Media is the entity formerly known as AAV Regency and has under a single management structure Australasia's most experienced, locally owned electronic media manufacturing business. The business encompasses DVD and CD replication, packaging, design and distribution logistics. These services are provided from world class, high-tech manufacturing centres at Braeside in Melbourne and Northmead in Sydney.

**INTERVIEW**

Dominic Borg, Service Delivery Manager, Regency Media

**DATE**

4/2/2011

## Case Study / Interview – Regency Media

**Please describe the business using versaSRS HelpDesk.**

**Regency Media is an optical media manufacturing company, delivering a manufacturing output of over 40 million DVDs, 25 million CDs and employing some 250 staff.** Regency Media also owns Shock Records, Saragama Regency Optimedia & Media Technology which combined delivers some 300 Million items Australia wide.

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

**Managing IT service delivery and support functions in a multisite environment brought about many challenges.** Major issues involved service requests would be taken in many various forms and were not visible without offline reporting. Visibility and being able to efficiently triage service requests to internal and external customers were crucial to success. Being able to effectively support the business whilst minimising downtime and providing a streamlined way of logging service calls were key deliverables to our business.

**What products had you reviewed prior to using versaSRS HelpDesk?**

**3rd Party SharePoint applications.**

**What were the deciding factors in choosing versaSRS HelpDesk?**

**A successful testing period alongside good word of mouth from our senior engineer made the choice very easy.** The product ticked all the boxes and was simple to use.

**Was versaSRS HelpDesk easy to implement?**

**The product installed in minutes and was configured not long after.** We had some queries with the VersaDev support team and received a same day response in regards to making some minor customizations to suit our business.

**How many technicians currently use versaSRS HelpDesk?**

**15 technicians in total.**

**Did you know what versaSRS HelpDesk was capable of?**

**I was surprised of the functionality included within the product during initial testing phase.** Add to that the versatility of the included event, document and asset management modules make it the perfect tool for our department.

**Was any formal training required?**

**No training was required a simple walkthrough was taken with our I.T teams and the rest took care of itself.**

**In what ways is the business using versaSRS HelpDesk?**

**Currently we use versaSRS to log all faults and service requests for the ICT department.** We triage calls and allocate service requests based on load and product knowledge expertise. Reporting back to the business the load on site, department and operators is another valued component to this application. Lastly it is used to capture and document tacit knowledge usually gained by on the job experience in the way of recording solutions to service calls placed and being easily searchable within the product.

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

**Delivering a professional approach to ICT service delivery functions whilst minimising downtime and empowering the department through knowledge transfer.**

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

**VersaSRS has made it simple for our customers contributing to overall satisfaction, enough said!**

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### **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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