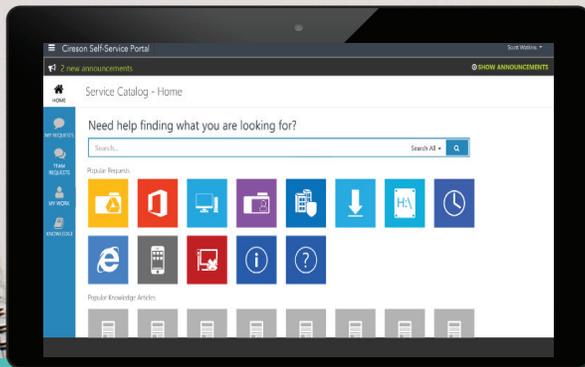




## Cireson Streams Increase Productivity in the Cloud for EACS



Founded in 1994, EACS provides IT solutions and managed services to a wide range of organizations in the UK. The solutions offered include end user computing, infrastructure, cloud computing and systems management. The services range from ad-hoc consultancy, support and training to fully managed or hosted IT systems.

**UNITED KINGDOM**  
COUNTRY

**IT CONSULTING**  
INDUSTRY

**SERVICE MANAGEMENT STREAM**  
CIRESON SOLUTION

**102**  
SIZE

**MICROSOFT DYNAMICS CRM**  
FORMER SOLUTION



### Agile, Frustration-Free Performance

Cireson solutions enabled customers to get the best performance out of Service Manager, with features designed to speed up its native processes and workflows.



### Service Manager Capabilities Out-of-the-Box

Thanks to Cireson, the IT team at EACS could start using Service Manager's capabilities once the deployment was completed, instead of spending countless hours adapting the solution to fit their needs, saving time and money.



### Apps and Services for Any Environment

The Cireson team was happy to provide support for this unique multi-tenancy cloud setup. Cireson solutions were instrumental in creating an effective, flexible, and user friendly Service Desk solution for EACS.

## PROBLEM

At the heart of the support services EACS offers to its clients is their Service Desk, which serves companies throughout the UK. The Service Desk is manned by a team of qualified engineers who act as a single point of contact for customers providing both first line support (to end users) and second and third line support (to IT staff in other organizations). All calls into the team are tracked with formalised call logging, management and an escalation process if required. Regular reports also need to be generated to highlight key business intelligence and call trends.

**"We wanted an all-in-one solution. With the help of Cireson and our internal teams, we could start to use and further develop Service Manager's capabilities with great results."**

*John Bell*  
EACS Service Manager

EACS' original Service Desk solution was a previous version of Microsoft Dynamics CRM. However, it had shortcomings that prevented EACS from increasing efficiency and improving the overall end to end customer experience. The IT team wanted to replace it with a flexible and easily customizable hosted solution that could grow with the company and provide a better experience for their clients.

## SOLUTION

Instead of just upgrading to the next version of Microsoft Dynamics CRM, EACS evaluated a number of different solutions on the market before selecting System Center Service Manager as a replacement. Service Manager had the greatest potential to fulfill all of their requirements; however, as IT consultants who worked with the solution in the past, they were aware it had some weaknesses.

**"Cireson is very transparent about how their own products work, which allowed our team to deploy the precise solution we need for our Service Management tool."**

*John Bell*

"We wanted an all-in-one solution. With the help of Cireson and our internal teams, we could start to use and further develop Service Manager's capabilities with great results." John Bell, EACS Service Manager.

The increased performance of the system was one of the first benefits they noticed once the apps were up and running. Another important benefit was the ease of customization of various features. The automation capabilities of the apps were instrumental in helping EACS' team speed up the incident resolution process. They also decreased human errors by eliminating many manual steps the analysts have to go through while resolving user requests in Service Manager.

"The biggest challenge for EACS was to deploy Service Manager and Cireson in the cloud," said John Bell. "The IT team supports not only internal users, but also over 150 customers, which results in unique multi-tenancy issues, requiring the team to implement extra security measures ensuring data confidentiality. The investment required to deploy the infrastructure to Azure was reasonably competitive when compared to the alternative of purchasing new hardware and running it in our own datacentre. However, it was the flexibility that won the decision in the end."

"Cireson is very transparent about how their own products work which allowed our team to deploy the precise solution we need for our Service Management tool. They also provided us with lots of technical documentation on how to install and troubleshoot their products."

The Cireson solutions running on top of Service Manager were instrumental in creating an effective, flexible, and user friendly Service Desk solution for EACS.