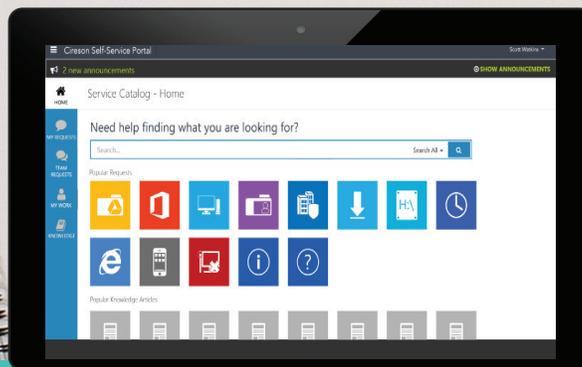


Harris Federation Centralizes IT Support for 36 UK Schools with Service Manager and Cireson



Harris Federation is a non-profit charitable organization that operates and manages a network of 36 primary and secondary schools in and around London. The IT department at Harris Federation employs 35 workers, supporting about 20,000 students and staff members in 38 locations. They also manage about 12,000 devices.

UNITED KINGDOM
COUNTRY

EDUCATION
INDUSTRY

BUSINESS MANAGEMENT SOLUTION
CIRESON SOLUTION

35
SIZE

SPICEWORKS
FORMER SOLUTION



Streamlined Management of all Assets

With **Cireson Asset Management**, Harris Federation is able to unify and streamline their management of all assets across the network of 36 schools allowing them to be more efficient and proactive while cutting down on unnecessary costs.



Faster Turnaround Time Due to Automation

With Cireson solutions, the IT team has more clarity on which issues should be resolved enabling them to focus on the tasks assigned to them, leading to much faster resolution of all issues.



Powerful Tracking and Data Mining Tools

Now that all of the schools have a centralized help desk support system, Cireson solutions make it easy to introduce accountability benchmarks for the IT department and create a plan for the future to improve the work of the present system.

PROBLEM

Before Harris Federation moved its entire network of schools to System Center Service Manager, the IT support system for the entire organization was decentralized. Each school had its own way of supporting their staff members and students.

Some of the secondary and primary schools used the Spiceworks solution, while others employed a combination of spreadsheets, email, word of mouth, or staff notice boards.

Lance Ball, Head of Service Delivery, said, "There was no central repository for the incident data collected from those academics, therefore the IT management team at the Harris Federation had little visibility of the various incident trends, which made it difficult to manage and improve the IT support service."

The end users simply weren't getting the support they needed, leading to frustration and long periods of disruption to their work. With the help of Service Manager, Harris Federation was hoping to consolidate the IT support service for all the schools in the network and gain visibility into the IT support requirements at each school (including the number of support people needed, the type of support requested, etc. The collected data would enable the team to monitor trends, as well as improve the IT support service.

While searching for ways to simplify the management of Service Manager, the IT team came across Cireson's apps. "We discovered a couple of Cireson products freely available on the Internet and found this very useful. Further research into Cireson revealed them to be an obvious partner," said Lance Ball.

"Using Asset Management and Asset Import together allows us to schedule asset import and update tasks at less busy times, thus removing some of the need for manual auditing."

Lance Ball
Head of Service Delivery

SOLUTION

After Harris Federation tried a free app they were happy with the results and moved on to deploy Cireson's **Business Management Solution**.

The flexible Analyst Portal is one of the company's favorite apps because it enables Harris Federation's employees to centrally manage all user requests from their office, or on the go. "The Analyst Portal provided a user friendly interface for admin, teaching and IT support staff, which meant staff could log and manage their IT support tickets from a single web-based portal that was accessible to staff at all academies," said Lance Ball.

The next logical step to gain more automation benefits was to tie together the management of all IT assets. Cireson Asset Management and Asset Import enabled Harris Federation to easily import and automatically keep track of their IT assets (hardware and software tools and apps, software licenses, warranties, lease contracts, etc.) "Using **Asset Management** and **Asset Import** together means allows us to schedule asset import and update tasks at less busy times, thus removing some of the need for manual auditing," commented Lance Ball.

Harris Federation's end users have seen a huge improvement in the way their incidents and service requests are being resolved. The speed and accuracy of the IT team has improved significantly, due to better automation of all the main tasks.

"The IT team as a whole is very lean, so automation is a huge benefit to us. The IT management team now have visibility of the number, type and complexity of IT support requirements at each Academy. With Cireson, we can now monitor, measure and improve the IT Support service that we provide," concluded Lance Ball.

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