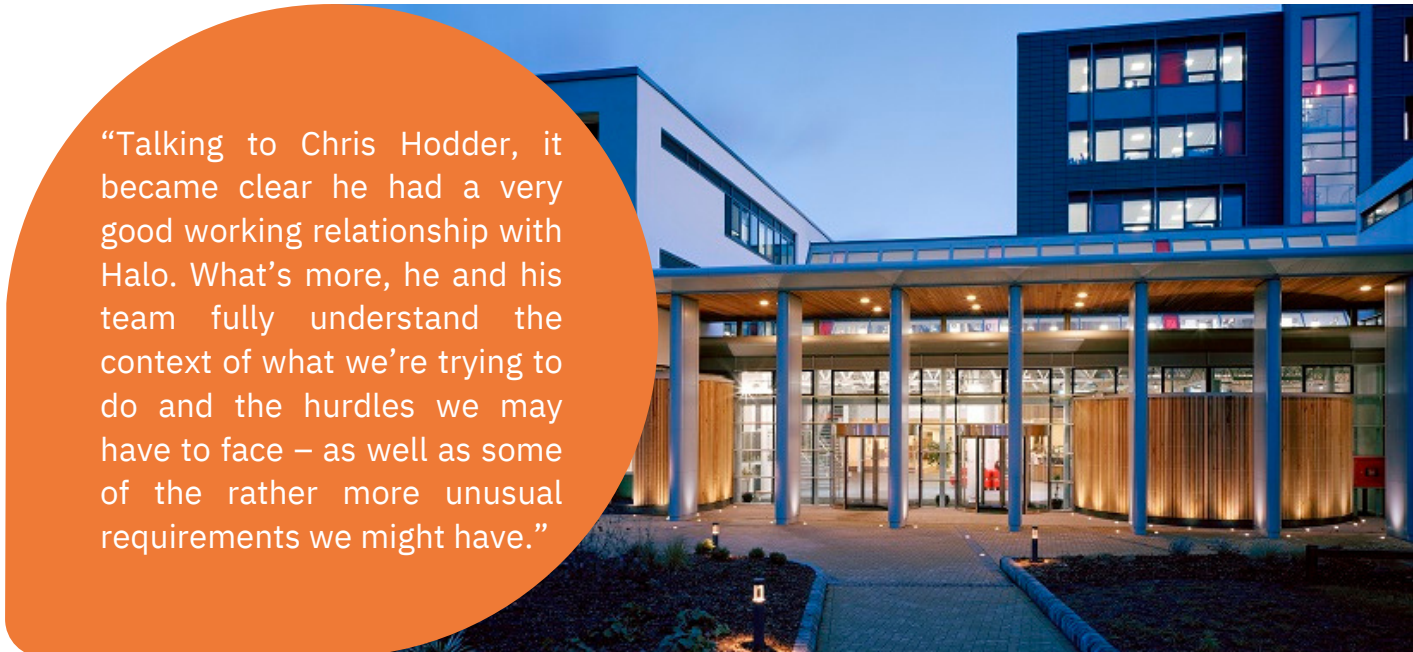cih |Solutions
SERVICE MANAGEMENT INTEGRATORS

How we'll deploy HALOITSM to improve speed and quality of service at a leading further education group

"Talking to Chris Hodder, it became clear he had a very good working relationship with Halo. What's more, he and his team fully understand the context of what we're trying to do and the hurdles we may have to face – as well as some of the rather more unusual requirements we might have."

Background

Our recently agreed contract will soon bring outstanding value to the Midlands-based further education group by providing enhanced IT service management (ITSM) using the ITIL-aligned Halo platform.

For the past 25 years, WCG has relied on a basic call-logging system but has now recognised the need for a cutting-edge solution that will enable its 35-strong IT team to deliver much-improved, high-quality support to the 1,300 staff and 10,000 students it serves.

The challenge

WCG's ITSM needs are complex, particularly in terms of geography and user requirements. The college is located across six campuses in Warwickshire and Worcestershire. These sites include a working farm and a section of railway track, as well as traditional teaching environments – while the college delivers courses as diverse as agriculture, engineering and hairdressing, as well as managing apprenticeships and being one of the largest providers of the Prince's Trust support programme for enterprise initiatives.

Previously, there were many inefficiencies being caused by WCG's outdated ITSM system, not least a lack of mobile functionality. For example, members of the IT team working on site were not able to access call updates or details of their next job until they'd returned to their office, which often resulted in unnecessary travel time.

The solution

WCG has opted for Halo, which will be implemented by our expert team of consultants. In our independent opinion, Halo offers the right degree of functionality to meet WCG's complex requirements and will be a critical element of its move towards an ITIL service framework. It will also integrate seamlessly with the organisation's existing Google Workspace systems.

The aim, overall, is to deliver an enhanced level of speed and efficiency and an improved quality of service for users.

Alongside this, there will be vastly improved data reporting, enabling WCG's IT service team to constantly improve delivery to the business.

WCG chose us as the right partners to implement the system for numerous reasons:

- We came highly recommended, by a trusted third party, as an independent consultancy that would be an ideal fit for WCG's complex needs.
- Our excellent working relationship with Halo became immediately clear to WCG.
- Our knowledge and expertise of working in an educational environment will enable us to adapt the Halo system to specifically meet WCG's unique requirements and deliver rapid benefits.

- As a truly independent consultancy, we're able to advise on overall process improvements, as well as managing the technical implementation – as the aim of the project is not merely a lift-and-shift of current practices with a 'textbook' installation, but rather a full overhaul of WCG's ITSM practices and how it serves the business.

Implementation

The planned go-live date for the new system is in the first half of 2024.

And Matt is optimistic that this will be the first step in a long-lasting relationship that will focus on delivering added success for WCG over the years to come.

To find out more, or if you'd like a no-obligation discussion about how we can help generate greater value for your organisation, get in touch with us now.

Working Together

Matt Tennant, IT Director at WCG, has no doubt that **we were the best choice to manage the implementation.**

"Talking to Chris Hodder [CIH Solutions' CEO], it became clear he had a very good working relationship with Halo," he says.

"What's more, he and his team fully understand the context of what we're trying to do and the hurdles we may have to face – as well as some of the rather more unusual requirements we might have.

"It's also obvious that CIH Solutions have lots of experience in ITIL implementations and new process delivery, which is exactly what we're trying to do.

"But, above all, it's the focus on delivering value for us. It isn't solely about the money, it's also a wide range of other business benefits that will help to drive the implementation."