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

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> **IT Director Further Education Group,**

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We're delighted to announce our newest client: a large further education group based in the Midlands. Our recently agreed contract will soon bring outstanding value to this multi-campus college, by providing enhanced IT service management (ITSM) using the ITIL-aligned HaloITSM platform.

For over two decades, the college had relied on a basic call-logging system, but has now recognised the need for a modern solution that will enable its 35-strong IT team to deliver much-improved, high-quality support to the 1,000+ staff and 10,000 students it serves.

The college's ITSM needs are complex, particularly in terms of geography and user requirements. Operations span multiple campuses across two counties, including specialist facilities for vocational training alongside traditional teaching environments. The college delivers courses as diverse as agriculture, engineering and hairdressing, as well as managing apprenticeships and running enterprise support programmes.

Previously, there were many inefficiencies being caused by the outdated ITSM system, not least a lack of mobile functionality.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 college has opted for HaloITSM, which will be implemented by our expert team of consultants. In our independent opinion, HaloITSM offers the right degree of functionality to meet the college'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 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 the IT service team to constantly improve delivery to the business.

The college 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 the college's complex needs.
- Our excellent working relationship with HaloITSM became immediately clear during early discussions.
- Our knowledge and expertise of working in educational environments will enable us to adapt the HaloITSM system to specifically meet the college'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 ITSM practices and how the college serves the business.

The IT Director 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 HaloITSM," 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."

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

And the IT Director is optimistic that this will be the first step in a long-lasting relationship that will focus on delivering added success for the college 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.