

Game, Set, And Match!

Submitted by: C8 Consulting

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- Numara Software has won a major new deal with the Lawn Tennis Association to install its market leading service management solution, Numara FootPrints 8.

Reading, UK, 22nd January 2008: Numara Software, a leader in service desk management solutions, announced today that it has won a significant new contract with the Lawn Tennis Association (LTA). In late September 2007, the LTA implemented Numara FootPrints 8, an advanced and adaptable service management platform with ITIL compatibility, across the entire organisation. Numara FootPrints 8 handles up to 200 support calls per week across all of the LTA's 170 offices around the country, which includes the newly opened state-of-the-art National Tennis Centre based in Roehampton, South West London. Following a company restructure which increased the diversity and complexity of user enquiries, the LTA made the decision to look for a solution that would give it the flexibility to accommodate the needs of the business today and wherever it might be tomorrow.

The LTA's infrastructure is very fragmented and support can vary enormously, with high volumes of requests coming into the service desk at any given time. Previously, the LTA was using another help desk product from Numara Software - Track-It! According to Adam Batey, Technical Support Administrator at the LTA: "Track-It! is a great product that has suited us well to-date and the support we've received from Numara Software has been first-rate, but our needs have become more complex. So, when we decided to look for a new product it made sense to go back to Numara Software to see whether FootPrints would fulfill our requirements. Both the volume and complexity of our IT support requests had increased so we needed a solution with more powerful automated workflows and a wider range of customisable templates so that we could design a Service Desk that suited our unpredictable needs. Numara FootPrints 8 met our criteria.

In our business the demands vary from one week to the next. For example, the IT team can be supporting a major tournament like Wimbledon, setting up Broadband for a week, running all the IT back office for this high profile event and at other times we might simply be dealing with requests at a local county level. Flexibility, adaptability and open form design are major business drivers, and it is really important that we keep IT resourcing costs to a minimum."

Numara FootPrints 8 was implemented in less than two weeks using Numara's Professional Services team, who were instrumental during the design and set up phase. In addition, the LTA was extremely impressed with FootPrint's integration with Numara Asset Manager. Numara Asset Manager enables the LTA to instantly view and manage end users' PC configurations, run audits, manage software compliance and generate inventory reports. One month on and the organisation is extremely satisfied with the product and has already started to use Numara FootPrints enhanced functionalities.

"Through FootPrints and Track-It! Numara Software offers best of breed helpdesk solutions for businesses of all sizes; this is reflected in the 50,000 companies using our software and the fact that we have over 14 million assets under management worldwide. The FootPrints 8 solution chosen by the Lawn Tennis Association, delivers enhanced functionality levels that allow customers to increase operational efficiencies, reduce costs, quickly implement industry best practices and meet compliance standards"

commented Andy White, Managing Director – EMEA & APAC Numara Software. “Market feedback indicates that the latest version of FootPrints, has been successful because it enables customers to easily adapt to changing businesses needs, without incurring costly administration and management overheads. We expect the Lawn Tennis Association to be just one of many UK wins that we will be announcing before the end of 2007.”

The LTA is the governing body for tennis in Great Britain, the Channel Islands and the Isle of Man. Its objectives are to promote and develop tennis and adhere to and safeguard the interests of the sport and governing body. The LTA employs 350 staff and has 170 different locations spread around the country, with 7 key regional offices and 30 plus county offices and a number of High Performance Centres, nationwide training facilities and the newly opened National Tennis Centre. The National Tennis Centre provides a one-site national focus for the sport in Great Britain, offering players the best opportunity to realise their potential by providing world-class facilities and back-up. The NTC was officially opened by Her Majesty the Queen, the patron of the LTA, on 29th March 2007.

Numara FootPrints 8 was launched in September 2007. For more information please visit www.numarasoftware.co.uk.

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About Numara Software, Inc.

Founded in 1991, Numara Software Inc. (formerly Blue Ocean Software) is a global provider of service desk management solutions for help desk and customer support professionals who need to simplify and gain control over their increasingly complex environments. The Numara Software trusted solutions address critical IT and support functions, such as customer service desk, IT help desk, asset management, software patch and deployment, and network monitoring.

With its two flagship products, Numara Track-It! and Numara FootPrints, and more than 50,000 customer sites worldwide, Numara Software is the service desk management leader for small to mid-sized enterprises.

Examples of customers already benefiting from FootPrints technology include Ryanair, Payment Shield, Polaris Industries and the Special Olympics. Track-It! customers include SONY, Ford and Rolls Royce. To register for a one-on-one guided walkthrough, attend a webinar or download a trial, please contact the UK sales team on: +44 (0) 800 195 2373 or visit: www.numarasoftware.co.uk.

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