

Communicating More Effectively With Numara Track-It!

Submitted by: C8 Consulting

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- Numara Software is making significant inroads into the legal sector with its cost effective Help Desk solution, Numara Track-It!
- Numara Track-It! delivers significant time and cost savings for legal experts, Rouse & Company

Reading, UK, 20th January 2009: Numara Software, Inc., a leader in service desk management solutions, announced today that Rouse & Company, a leading worldwide legal firm, providing a range of Intellectual Property Services, has chosen to install Numara Track-It! to gain a complete picture of its global support organisation.

The contract was secured in spring 2008, and Phase 1 of the roll-out has been successfully completed in the UK, which is where the company has its main IT operations. Phase 2 has just started with Numara Track-It! being rolled-out across Rouse & Company's 15 offices around the globe. The software will be the internal Help Desk solution for more than 500 employees, comprising of lawyers, patent and trademark attorneys, and specialists.

Rouse & Company began considering an alternative Help Desk package after deciding the usability of its existing solution had diminished. With offices in far flung corners of the world, Rouse & Company needed to have greater visibility of the service it was providing to staff. It began its search in February 2008, and had some specific requirements, according to Michael Walker, UK IT manager for the company:

"Our main IT infrastructure is based in the UK and we tended to be quite UK centric in terms of our support. As a result most of the other offices around the world were finding their own solutions to problems with local support. This was proving to be quite a costly and time consuming exercise and didn't allow for any knowledge sharing. We were unable to do any trend analysis or collectively resolve issues with the old system and we didn't feel in control."

Most legal firms have a myriad of IT solutions supporting the business – from disparate Help Desks to separate systems to support queries for HR, facilities and other business operations with poor communication between departments as the net result, and this was exactly the problem that Rouse & Company was faced with. Walker comments:

"It is fairly typical for lawyers to move around from department to department, from case to case, so it is important to us that we not only resolve issues quickly but that we also have the ability to keep track of assets and when a lawyer joins a new team, he or she has a computer to work on."

Walker goes on to explain: "We installed a trial version of Numara Track-It! and ran a number of call tests, basically to try out the system and to see if we could break it. We also put together a whole list of questions and visited the Birmingham office. We wanted to see the product from every angle and to understand how other businesses were using it. As a result, we got an excellent overview of what the product could do. Of all the Help Desks that we looked at, Numara Track-It! was clearly the one that met all our requirements."

Since signing the deal and using Numara Track-It! for the last few months, Rouse & Company has already seen a radical change in the way its Help Desk manages calls, delivering strong results in meeting Service Level Agreement (SLA) targets and ensuring that the central IT department in London is now in full control of all support requests. In fact the IT team is able to resolve all calls within 4 hours delivering a more pro-active service to the business. Walker continues:

“SLAs per division, per department were one of the areas that we started using straight away, following implementation, and the alerting and escalation functionality in Numara Track-It! has helped us no end.”

In today's current climate, lost billable hours are simply not an option. Rouse & Company is in control of this situation and understands that what every legal firm needs is:

- An effective asset tracking system
- Total visibility across all offices, wherever they are located
- Cross departmental processes and multi-project capability
- One centralised Help Desk system

Today Rouse & Company doesn't need to worry any more about poor communication across departments, could your practice make the same claim?

For more information on Numara Track-It!, please visit www.numarasoftware.co.uk.

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About Rouse & Company

Established in 1990, Rouse & Company provides a full range of Intellectual Property Services from registration to commercialisation to enforcement. The firm has a team of more than 500 employees, comprising lawyers, patent and trademark attorneys and specialist IP investigators, working in 15 offices around the world, providing a full range of IP Services. Rouse & Company has offices in China, Hong Kong, India, Indonesia, Philippines, Thailand, UK and UAE

About Numara Software, Inc.

Serving over 48,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. From a single technician running a help desk to 1000 technicians managing a complex service desk, IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and

facilities, allowing you to optimize your investments in licensing, maintenance, training, and support.

We're passionate about helping people successfully manage their IT environments. 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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