

UKN Group achieves 3 Star Certification from the Service Desk Institute supported by Sostenuto

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First-class Service Desk based on Sunrise Software supports rapid business growth and organisational change at one of the UK's leading managed service providers

Chessington, 27 June 2012. Service Management company Sunrise Software (<http://www.sunrisesoftware.co.uk>) today announced the award of a 3 star certification by the Service Desk Institute (SDI) to UKN Group, one of the company's customers and a leading UK managed service provider. The prestigious accolade follows successful collaboration between Sunrise Software and UKN Group to create a first-class Service Desk that has supported rapid business growth and organisational change over the past few years. 3 star Service Desk status recognises UKN Group's customer-led Service Desk environment backed up by mature processes for IT and customer support and a solid framework for measuring team and customer service targets.

Since 2005, UKN Group has relied on Sunrise Software's Sostenuto IT Service Management solution to build a robust Service Desk infrastructure for Incident, Problem, Change, Configuration Management and self-service. Based on ITIL principles, the Service Desk has encouraged a best-practice corporate culture at UKN Group that has underpinned business process transformation and increased customer satisfaction.

Dean Coleman, Director of Client Services at UKN Group, commented, "If it weren't for Sostenuto's ability to manage processes, information and change, we would not have achieved the 3 star certification from the SDI. Such outstanding industry recognition for our best-practice approach to IT service delivery has a direct impact on client confidence and gives us the hard evidence we need to develop services our customers want while maintaining satisfaction levels that they have come to expect and rightly deserve."

Since deploying Sostenuto, UKN Group has noticed a series of considerable benefits. It has translated a process framework into distinct commercial advantage with the ability to achieve consistent SLA targets of around 95% every month and, in 2011, the desk achieved a 28% drop in incidents through improvements in Problem Management. With accurate trend analysis data, the Service Desk is able to pinpoint potential issues and address them before they spiral out of control and affect customer service levels. Likewise, UKN Group boasts a 100% capture rate through the introduction of a robust Change Management process and dedicated Change Advisory Board. The company now has an accurate and real-time view of every single device across a customer's infrastructure, invaluable for solving technical issues or assessing risk.

Most recently, Dean and his team have used Sostenuto to create a strong customer satisfaction process whereby they record the results of customer surveys and match them up with SLA reports to obtain a balanced and failsafe view of how they are really measuring up to customer expectations.

Howard Kendall, founder and chairman, SDI said, "Over the past few years, we have seen UKN Group's service desk grow and evolve to support continued business expansion, a new service desk structure and a shift in the type of services offered to its growing customer base. UKN Group's service desk embodies

the company's commitment to encouraging a best-practice approach to conducting business across the whole organisation that benefits all customers. Its processes have improved exponentially. They are now part and parcel of the whole business, not just IT and have been critical to the company's continuous improvement programme."

In the middle of 2011, UKN Group worked closely with Sunrise Software to further enhance the Sostenuto Service Desk and better manage customer SLAs. They introduced a new self-service portal based on Sunrise's Iguana technology platform that enables customers to log and track their incidents themselves anytime, anywhere. This development has attracted positive feedback and yielded rapid results.

Since introducing the self-service portal, the greatest shift has been in the number of people logging incidents themselves rather than by email. Telephone call volumes have remained static, however, the Service Desk team staff have saved significant amounts of time because now details of each incident are captured directly from the user when they log their call within Sostenuto.

However, the biggest benefit of self-service has been for UKN Group's customers who have come to expect a variety of communication options. Today, they have an extra level of choice, whether they prefer to call UKN Group by telephone or in person, contact them by email or simply do it themselves.

Geoff Rees, Sales Director of Sunrise Software, concluded," We are delighted that UKN Group has received such high praise and recognition from the SDI, the driving force for the ITSM and Service Desk industry. Our highly customisable Sostenuto solution helps organisations everywhere build a first-class Service Desk infrastructure that keeps them ahead of the game. The flexibility of our system gives them distinct competitive advantage as they raise the bar for IT service delivery and increase their interaction with clients, ultimately improving the overall customer experience."

To receive a full copy of Sunrise Software's latest case study on UKN Group's Sostenuto implementation, please contact Andreina West, 01491 639500 or email: Andreina@pra-ltd.co.uk

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NOTES TO EDITORS

About UKN Group

Established in 1997, UKN Group is a leading provider of Managed Services and authority for the strategic transition to either virtualised infrastructure or cloud based proposition. Our award winning response to the modern challenge of desktop and application delivery is at the forefront of an evolution allowing businesses to swap risk for resilience and reliability.

Delivering services to corporate businesses and the public sector, UKN Group is an entry point to some of the industry's finest technical and operational resource. The company portfolio is organised into three core streams, ensuring clients receive excellent advice and support, appropriate to their individual circumstances.

Specialties include; ICT Outsourcing, Microsoft solutions, Application virtualisation, VMware & Citrix,

Cloud services, Technology innovation, Comprehensive Managed Services and IT Transformation. For more information, please visit www.ukngroup.com

About SDI

The Service Desk Institute is the leading professional organisation for everyone working in the IT service and support industry.

Dedicated to setting the standards for the industry, SDI delivers knowledge and career enhancing skills for IT service professionals and enables them to deliver exceptional results for their organisation.

For more information, please visit www.sdi-europe.com

About Sunrise Software

Established in 1994, Sunrise provides applications which underpin business processes across its customers' organisations. A privately held, UK based company, Sunrise has a highly successful track record in IT service management, customer service management and business process management with fully configured applications designed around best practice guidelines.

Available as either on-premise or Software as a Service (SaaS) Sostenuto, Sunrise's flagship product is totally web-based which harnesses modern technology with inbuilt resilience. Sostenuto is a comprehensive software tool which offers a high degree of flexibility, allowing organisations to change or introduce new processes through simple configuration.

There are three different variants to address different business requirements:

- Sostenuto ITSM available as ITSM2 and ITSM3 (ITIL2 or ITIL3 versions)
- Sostenuto CSM, a non-ITIL tool for customer service departments.
- Sostenuto BPM, which allows organisations to create their own applications

Over 1000 organisations use Sostenuto across the UK, with high profile users including Anglian Water, the NHS, Rugby Football Union, University of Greenwich, Muller Dairy and many more.

For more information please visit: www.sunrisesoftware.co.uk

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