Fortek part of Capita PLC improves customer service for vital 999 services and reduces administration costs with Sunrise Software

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Chessington, 20 December 2012 - UK-headquartered service management company Sunrise Software (http://www.sunrisesoftware.co.uk) has today announced that Fortek Computers part of Capita Plc has selected its Sostenuto Service Desk software. Capita Fortek provides mission critical systems to public safety agencies and 'blue light' services around the world using its Computer Aided Dispatch solutions. Capita Fortek is using Sostenuto for first and second line support, managing calls from customers, all of whom rely upon its software to provide the most appropriate and fastest response to emergency calls. Since implementing Sostenuto, the division has seen improved administration efficiencies and productivity by automating manual processes, as well as improving customer service through a new customer service portal.

Duncan Chilvers, Customer Services Manager at Capita Fortek said; "We reviewed several Support Desk systems and Sunrise's Sostenuto Service Management software fitted the bill. We liked how it can be used by an operation like ours that supports external customers on our products.

"Using Sostenuto we have automated our support processes which means that our administration team is now able to focus on more productive and interesting work.

Now that our document flows are electronic we also have good audit trails. The customer self-service portal has been a big hit with customers - we now receive fewer calls because customers can see for themselves the exact status of their service request. Our clients in Australia are now able to log calls at any time, which solves the issue of different time zones. It means that our staff spend less time on the phone and have more time to deal with their requests.

The implementation of Sostenuto has paid dividends across the company as it is now used on a regular basis by most of the sixty plus staff. The IT team is adopting ITIL methodology and currently uses Sostenuto for Incident and Problem Management and ongoing customer software enhancements. They are also starting to use it for Configuration Management on software at customer sites.

The development team is planning to use Sostenuto for Change and Release management, while project management uses it to log requests for work.

Mr Chilvers added; "There is no doubt that with the benefits we get from Sostenuto, we will easily realise a return on investment."

Geoff Rees, Sales Director of Sunrise Software, concluded: "Capita Fortek's business is very closely aligned to Sunrise's, in that their customers rely upon their solutions which underpin the critical operations of their business. An investment in an efficient Service Desk system ensures that they can respond effectively to customer requests and problems. Automating work processes also frees up people resources to be able to focus on more interesting specialised work that ultimately benefits the bottom line with better productivity and improved morale."

For more information on Sunrise Software, its products, services and customers, please visit www.sunrisesoftware.co.uk

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NOTES TO EDITORS

About Fortek Computers part of Capita Plc

The Capita Fortek division currently employs over 60 staff at its Gosport offices in the UK, and provides Computer Aided Despatch (CAD) and supporting technology to public safety agencies worldwide including New South Wales Police, Australia, Netherlands Coastguard, West Midlands Fire and Rescue Service and Saudi Ministry Police, Kingdom of Saudi Arabia.

For more information, please visit: www.fortek.co.uk www.capita.co.uk

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

Many 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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