

Sage UK achieves cost savings and increased efficiency through IT automation from Kaseya

Business Challenge

In the UK and Ireland alone, Sage employs almost 2,500 people across 21 sites and the ever-expanding team of highly trained people, which includes industry experts, accountants and entrepreneurs, are all passionate about doing the best thing for customers.

Sage UK's internal IT team consists of 160 individuals, 75 of which are in direct support roles. The vast nature of the business, its regional spread and number of staff, means that the IT department have to deal with over 7,500 tickets or requests for their time per month.

48 per cent of these problems are first line issues such as forgotten passwords or application updates, but 52 per cent have to be passed to specific teams (either by specialty or location) to be resolved, e.g. sending out a piece of hardware to a particular office or dealing with more technical back-up issues.

The business has grown largely through acquisitions over the years, which gave the organisation a major and unique challenge. IT systems became disjointed and disparate and were never fully unified into one all-encompassing solution used across all areas of the business.

This created a dead-end for the IT department, who were left with legacy service management software which was too customised to be relevant to the burgeoning business. In not taking into account the newly acquired companies, the system was no longer functional – a situation not ideal for the IT team, management, or end-users. IT challenges were increasing but the manual system in place remained the same.

Sage's IT team also had to manage the growing use of laptops and employee desire for remote working within the organisation, which added to their management considerations.

Henceforth, Sage UK was looking for a solution which would strike a fine balance between customisation and scalability, while at the same time easing their workload and delivering a seamless extraordinary end-user experience.

Solution

Sage UK originally approached Kaseya, an IT systems management company, in 2008 looking for a power management solution. The company was tasked with running an effective Green Initiative as part of its Corporate Social Responsibility (CSR) program and to become more aware of how its running was impacting the environment.

Sage UK incorporated Kaseya's Desktop policy Management module, which automatically switched off end-users PCs when not in use. The solution is on course towards helping Sage save £50,000 per year in electricity bills: a major step towards carbon footprint reduction.

"Even at this early stage, I knew Kaseya's offering could provide much more than just a power management piece of software. It was the start of a journey for us..." said Anderson.

Sage then looked to Kaseya to further aid its organisational running and following a successful pilot period, on June 20th 2011 Sage went live with a customised version of Kaseya's Service Desk solution (branded Sage InService).

"We brought in the professionals to create a service desk system that works for our needs. We took a service desk template and customised it with a Kaseya engineer to fit our business. The result was a highly tailored solution which was highly intuitive for our end users."

Kaseya Service Desk is an ITIL-designed solution that provides a comprehensive and flexible web-based helpdesk environment. The module consolidates all incidents, requests and problems in one tool while enabling IT professionals at Sage UK to resolve issues by utilising Kaseya's IT Automation platform. The platform routes tickets automatically to the appropriate role or initiate



Company Profile

Sage provides software and services to over 800,000 businesses in the UK and Ireland. Its range includes software to manage business' finances, run payroll, manage customer and supplier relationships, plan the business and support the HR function.

www.sage.co.uk

Business Challenge

Sage UK's IT department provides support and services for almost 2,500 employees across 21 sites in the UK and Ireland. There was a challenge to deal with an amalgamation of business processes, brought about through numerous acquisitions, and to improve the means of capturing and analysing the support requirements of the internal consumers.

Solution

Kaseya's Service Desk platform (branded Sage InService) has been used to automate and streamline the management of Sage's customer support infrastructure, helping to bring together the company's IT systems, and glean efficiencies from a cost and time perspective.

Kaseya

www.kaseya.co.uk

agent, based on unique business rules. This solution has enabled Sage UK to resolve end-user IT issues more efficiently and effectively, enabling them to do their jobs and uphold the high standards of the company, with minimal disruption.

The Kaseya solution simplified the dispersed and disparate systems that were running as a result of the many acquisitions made by Sage UK. Remote access systems and communications tools were reduced from three to one all-encompassing solution, and asset management and back-up systems were reduced by half - from two to one.

Sage UK cited several reasons for selecting Kaseya to provide a solution to its challenging IT environment:

- Kaseya Service Desk proved simple to integrate and easy to use
- It brought together a dispersed and disparate network of solutions into one automated, easy to manage solution
- The solution is highly customisable and fit for purpose
- Long term cost efficiencies were gleaned on top of the short term goals Sage UK was aiming for as part of its CSR programme
- Reduction in carbon footprint

"Kaseya fits perfectly against all our wants and needs as a business," said Anderson.

Cost savings

Kaseya's power saving automation module is on course towards helping Sage save £50,000 per annum, and Kaseya's Service Desk module Integrated with the Desktop Migration functionality could lead to savings on desk moves of around £250 per move.

The automation process reduced the requirement for manual intervention, reducing the time it would have taken to physically visit each machine. It will also allow the IT team to be more proactive with patch, or system, updates – being easily able to roll them out, instead of reacting to issues and having to run updates manually.

Business and IT benefits

The highly customised automation solution enables Sage UK to bring together the geo-dispersed network of offices and management tools under one IT helpdesk solution.

In having IT services that are aligned with the needs of the entire business, Sage UK has been able to offer an improved service quality to its end-users and customers, the result being an increased return on investment within two year of purchase.

"Kaseya's example ROI models loosened a few pockets, but clear visibility also helped a lot as well. Showing the test environment to decision makers brings the system, and benefits, to life," said Anderson.

Internally, work was also being done to ensure end-users were using, the new system. The IT team printed posters, chocolates, pens and t-shirts with the phrase 'Where is your IS request?' in order to spread the message, and achieve stakeholder buy-in.

The future

Looking to the future, Sage UK is looking at a number of other modules in the Kaseya portfolio to glean further cost, efficiency and environmental savings.

Kaseya Agent Procedures, Kaseya Information Centre, Kaseya Imaging and Deployment and Kaseya Monitoring modules are all being considered by Sage UK to continue the positive results it has achieved to date through using the customised automated technology.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

For a free 30 day trial visit www.kaseya.co.uk/download

Contact Kaseya: www.kaseya.co.uk | sales@kaseya.com

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Anthony Anderson

IS Change Manager, at Sage UK.

Key Benefits

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