

# Logica HR Services increases efficiency with Clientele ITSM



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Logica is an ICT and business service provider which operates in various markets worldwide. With services such as business consultancy, system integration and IT and business process outsourcing, Logica helps companies achieve greater efficiency, faster growth and risk management. Logica provides services to customers in the Financial Services, Industry, Distribution and Transport, Energy, Utilities and Telecoms, and Public Sector market divisions. It offers outsourcing services, including HR Services, in each market division. HR Services delivers its services to 600 customers with workforces ranging between 10 and 10,000 people.



Payroll processing has been one of HR Services' main activities for the past 40 years. However, demand for the important task of HR administration has been increasing in recent years.

"The current market demands uniformity, so it is important for companies to focus on their core business," says Rob de Blauw. Logica's Service Provision Manager. Activities that can be outsourced are therefore being handed over to experts or companies that can do them at a lower price. "In this context HR Services has developed from a so-called 'salary factory' to a service provision business which aims to create added value for organisations. A good example of this is the insourcing of customers' employees, as we have recently done for KPN." Sixty people from the telecoms provider's salary and HR administration department recently joined Logica.

## Increase in system load requires long-term focus

Logica HR Services initially used its own service package to provide help desk support. In keeping with the company-wide focus on its core business, it was decided not to continue to develop this package in-house but rather to seek collaboration with third parties. It expected the new program to do more than the old one, however. HR Services was already having to process a large number of incoming calls from customers (500 customers with 1500 contacts

for the payroll administration), but this number is only set to increase further due to the expansion of the service package and the increase in BPO customers. In the old situation incoming calls were registered in Mproof's old ClientProof application. As the number of calls increased, it became necessary to manage these contacts better and meet ITIL standards.

To support this need, a choice had to be made between various parties. Different custom solutions were put under the microscope. The requirements the new program had to meet included providing a complete replacement for ClientProof, the ability to grow in line with Logica's ambitions and fast implementation. They also immediately started looking for a partner for the data migration process. In addition, HR Services no longer wanted to take a micro level view but wanted to focus more on the long term. The subsequent decision to go with Clientele ITSM because of the existing licences was a logical one, and Mproof once again proved to be a solid partner.

"Despite a somewhat long test phase of two months, Mproof was able to complete the actual data migration in two days. Since then the Clientele effect has spread like wildfire through the organisation," says Friso Muntjewerf, the project leader involved in the migration to a new service program. "Having initially managed with 50 licences, we are already thinking about expanding again. We currently have almost 300 users using Clientele ITSM. This use is very intensive, and the new program offers plenty of options to streamline and process incoming service requests."

**"Today's market demands uniformity, so as a service company it is important to focus solely on your core business."**

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## From incident registration to Computer Telecom Integration

Clientele ITSM is used by HR Services across the board to support its service provision to the customer but also between internal

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departments. 15 people in total work on the service desk and the second level expert desk, making intensive use of the facilities offered by the program.

First of all, Clientele ITSM is used to register incidents. These may be incidents such as salary queries, questions about employment contracts, and people calling in sick. The incidents arrive at the help desk and expert desk by telephone or email. The service desk has now stopped using Outlook. Emails are received automatically in Clientele and can be processed with the program directly. In addition to incidents, **Requests for Change (RfCs)** are also registered in Clientele.

Clientele is also used for service level management. As a result of the growth in Business Process Outsourcing (BPO) projects there has been a significant increase in external SLAs, and communication and management of these SLAs is becoming a more and more complex task. Clientele is also used as a tool for other departments, so internal SLAs are also tracked in the program.

Finally, HR Services also uses Clientele ITSM intensively for CRM related functions. As soon as a call comes in, all the details of the internal or external customer can be retrieved from the system. This function ties in with the more wide-ranging plans HR Services has for the system. One aim is to set up a Computer Telecom Integration (CTI) function with the system. This call centre environment will enable a caller to be recognised as soon as the call comes in, and the contact's relevant details will be displayed on the screen. The service desk team will therefore be able to help the caller much more quickly and will be able to see the details of any previous calls or reports that have not yet been closed. The capabilities of the CTI function can also be used to start up new cases automatically and monitor external SLAs.



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## Improvements and the future

HR Services is also working on developing and updating a knowledge bank. The aim is to bring about further standardisation of processes, and there will be a clear efficiency benefit for the service desk team. However, Muntjewerf and De Blauw are already talking about a clear improvement in efficiency since the migration to Clientele ITSM. Rob de Blauw: “The new system is resulting in an increase in standard transactions which has significantly improved the speed and efficiency of actions. We cannot yet express user satisfaction in figures, but the enthusiastic reactions to the email management system and the intuitive user interface give us a good idea of user satisfaction in terms of quality. What is more, new staff can learn how to use the system more quickly, and this interface enables them to get the hang of Clientele quickly.” Both men have identified advances in understanding at middle management level. Friso Muntjewerf: “The intensive use and enthusiastic reactions are also inspiring other departments. Our ERM division which provides HR Services with IT support has also switched to Clientele now.”

No conclusions can yet be drawn on external customer satisfaction, but once again Muntjewerf and De Blauw are receiving positive feedback on the improved service. “The service we have received from Mproof has definitely contributed to this,» says Rob de Blauw. “They thought and worked with us pro-actively on this organisational change, which was a huge step for us. Naturally we had our requirements and expectations, but Mproof has delivered everything we wanted!”

Logica is an international ICT service provider. It provides services in a wide range of different areas including management and ICT consultancy, system development and integration, and handles complete business processes for its customers. Logica's customers operate in various markets such as telecommunications, banking and insurance, energy and utilities, industry, distribution, transport and the public sector. Logica employs approximately 39,000 people in 36 countries. Its head office is in Europe and the company is listed on the London and Amsterdam stock exchanges.