

Remote IFS support services improve service levels and reduce costs

Customer:	Problem:	Solution:	Benefits:
<p>British Sky Broadcasting Limited ("Sky")</p> <p>Location: UK</p> <p>Industry: Broadcasting</p> <p>Website: www.bskyb.co.uk</p>	<p>Due to the mission critical nature of a company-wide IFS implementation, it was imperative that front line support was managed at the highest level in order to drive continuous improvement. Change was needed due to additional pressures being put on the business.</p>	<p>Highly skilled and experienced IFS specialists provide staff augmentation Services remotely. Fully integrated into the local processes and procedures, working as "one team"</p>	<p>Improved IFS call resolution time.</p> <p>Reduction in number of incidents requiring escalation to 3rd level external support.</p> <p>Reduced exposure due to provision of backfill to cover holidays and sickness.</p>

About British Sky Broadcasting

British Sky Broadcasting Limited operates the leading multi-channel pay television service in the UK and Ireland, in over 10 million households who enjoy the widest available choice of basic pay-TV channels. The Sky Talk service provides customers with a comprehensive phone services and the successful launch of Sky Broadband in July 2006 allows customers to save money on high-quality broadband and telephony.

The Problem

Sky recently completed a large IT systems integration programme rolling out updates across their entire IT landscape whereby the

IFS ERP system became mission critical to the organisation.

Due to the critical nature of the IFS implementation additional expertise was required to ensure platform stability was maintained. It was also important that any new IFS releases were implemented effectively, allowing an improvement in time to fix any issues that arose.

The current team at Sky worked well together and it was therefore imperative that the Cooper Software engagement supplemented the existing team to enhance their performance.



Customer Case Study

BSkyB IFS Support Services

The Solution

Cooper Software, the largest independent UK specialist in providing technical support and services to IFS users, engaged with Sky to provide full-time experienced IFS development staff, augmenting their Supply Chain Applications Support team.

The engagement model consisted of spending 4 weeks on-site locally with the team to achieve and create an in-depth understanding of processes, systems and people (Business and IT). Following the on-site knowledge transfer program, our specialists then managed this service both remotely and on site as required, with a Programme Manager operating remotely –holding service reviews periodically on-site.

The Result and Benefits

- A reduction in the number of support items logged with IFS UK, consequently high priority support items were turned around faster;
- Improved information flow for IFS incident management using specifically designed statistic reports which highlighted an improvement of service levels, again exceeding management expectations;
- Installation of new IFS releases into multiple development, test and production environments - further improving the overall effectiveness of IFS;
- In addition to the day-to-day support, this team was also backed up by a wider team to bring in other specialist external Cooper Software's expert IFS resources

quickly to solve other IFS business issues that came up;

- Reduced risk of system downtime due to fully documented knowledge transfer process;
- Ensured provision of trained backfill resource to cover short and long term absences, and emergency cover if required;
- Identified, created and implemented process improvements e.g. automating daily checks, application monitoring and deploying scripts;
- Local IFS expertise to call upon to validate, estimate and support, new business IFS requests;
- Flexible 24x 7 support cover;
- Service delivery expectations exceeded management targets.

Comments



"The Cooper Software team, were extremely effective and in a very short space of time we started noticing benefits in terms of the technical experience they provided us with and the manner in which they were able to expedite tasks quickly and correctly."

Supply Chain Component Manager