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success story

IT Resource Center helps ServicePower to Save Time and Money

ServicePower Business Solutions company

The importance of good service is something that ServicePower Business Solutions knows all about. Based in England, ServicePower is the leading vendor and integrator of intelligent scheduling software for Customer Relationship Management (CRM). In addition, ServicePower's optimized scheduling solutions deliver significant, tangible benefits to medium and large-scale enterprises such as Sky, Sun Microsystems and Lucent.

As with any thriving company, ServicePower depends on its in-house hardware and software infrastructure to maintain the flow of everyday business. Furthermore the company depends on its skilled IT staff to ensure that all systems are kept up-to-date and running smoothly. Garry Ferguson, a systems administrator for ServicePower, is not only responsible for monitoring the entire network, but also keeps tabs on the company's email, software updates and the internal intranet. As any IT administrator knows, this is quite a demanding job: "The overall objective is not to be constantly putting out fires, so we proactively manage the systems to avoid that from happening, including keeping abreast of the latest software upgrades, hardware and industry news," said Garry.

So how does Garry continuously keep informed about all IT items? Easily – he is an active user of IT Resource Center (itrc.hp.com) "I use IT Resource Center at least once a week, mainly to discover what is new in software patches," said Garry. "But one of the biggest benefits, from the service called Custom Patch Manager, is that the patches sent from ITRC are relevant to my infrastructure – in other words it's customized to the IT needs of ServicePower."

what is IT Resource Center (itrc.hp.com)?

IT Resource Center is just that – an online source for IT professionals who would like one central place to find comprehensive information about their software, hardware, network technology as well as operational support information and features. IT Resource Center incorporates four separate sections: Maintenance and Support; Training and Education; Planning, Design and Implementation; and IT Forums. Each section covers a range of IT resources to help IT professionals ensure maximum system – and therefore employee – productivity, simplify IT management across the entire lifecycle and simply keep themselves up to date with what's happening in the industry.

Garry is an avid user of the maintenance and support section: "These two sections offer a wide range of tools to help me get to grips with the day-to-day management of our technology environment while enabling me to solve problems more effectively on my own," says Garry.

These tools include:

- Self-solve features which allow customers to search more than 300,000 multi-vendor and multi-platform technical documents, view the most significant and frequently used documents, browse detailed support information by product or quickly find a solution by navigating within specially designed "knowledge trees".
- Software downloads and licensing enabling users to browse and download individual patches or request HP's recommended patch bundles, and manage their software updates and licensing.





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- Incident status features letting IT managers submit software, hardware or network questions and then review responses from HP support engineers and instantly review an entire call history.
- A proactive notification service that delivers information about the availability of new software updates straight to the customers' e-mail inbox.

"The maintenance and support section of IT Resource Center really is indispensable in helping us efficiently run our network," said Garry. "It saves us a great deal of time in searching for IT information from each individual vendor on each platform that we run – and frees up my staff for other tasks."

Garry also finds the IT forums a valuable source of information. This section delivers two forums – one dedicated to hardware and one to software – offering a dynamic arena to exchange ideas and best practices with other IT professionals. The forums are moderated by HP engineers to ensure customers continually receive the best levels of advice and service.

"Recently, I have started to regularly log on to the IT Forum section of the site to read and exchange ideas with other IT managers – the sole reason being to expand my own knowledge base," said Garry. "It's a great way of interacting with others, benefiting from their knowledge and also helping people out."

IT Resource Center: Improving your own resources

ServicePower have first-hand experience of the benefits of IT Resource Center. Now they can stay proactively up to date on patches and software updates, and reduce the amount of time needed to deploy new updates. And with on-the-spot access to a host of problem-solving solutions, Garry makes sure that his system is running at maximum productivity and

minimum downtime. Not only does this enable IT staff to concentrate on other issues, such as planning their IT environment, it also enables the company's employees to work efficiently without worrying about the system's reliability or losing valuable time due to downtime. In turn, this all has a positive impact on ServicePower's bottom line.

Beyond that, IT Resource Center helps keep the company competitive. Thanks to the IT Forums, Garry and other IT staff remain fully up to date on industry issues, potential problems and current best practices. They can implement the best ways of working quickly, and prevent issues becoming real problems – ensuring that the company staff always have access to the resources they need to work at their best.

"IT Resource Center really makes my life easier and HP's regular updates to the Center means it's getting more and more useful," said Garry. "Not only do I use it, but I've recommended it to all my colleagues to make sure that we're really making the most of it."

for more information

For more information on IT Resource Center, visit our World Wide Web site on the Internet at itrc.hp.com.

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