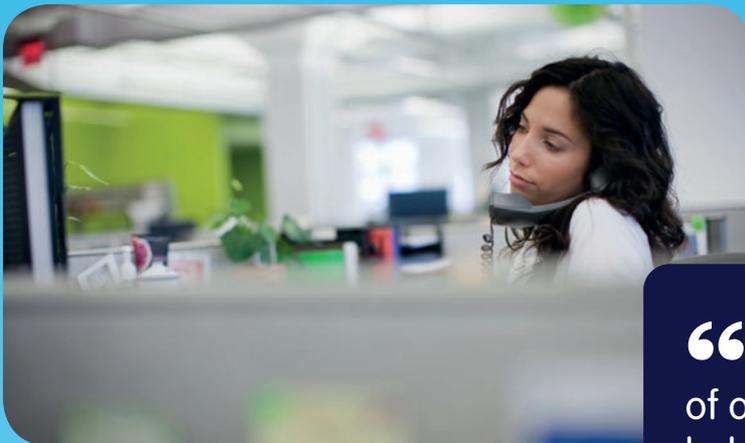


# Castleton

## Service at the heart of the business

The day to day activity of the service desk can seem a long way from the commercial heart of the business, but at Castleton, a software and managed services provider to the public and not-for-profit sectors, a five year journey shows how much can be interlinked. The wider business benefits from the flexibility of the service desk software, Sunrise ITSM, and its management decisions rest on data provided by the service team.



“ It’s quite simply much more of a business driver than a helpdesk... It’s the lifeline giving key information on our client base across the business. ”





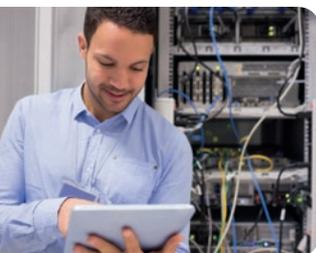
## Tailoring & flexibility

Castleton's vision is bold and it's founded on service and technology. "WE HAVE A SIMPLE VISION. To be seen as the go-to expert for software and IT infrastructure solutions in the social housing, commercial and wider public sectors. To be known for making a profound difference to our clients' organisations, helping to smooth and simplify their lives with smarter working solutions." It's understandable that technology is key to their competitive journey and that it needs to respond to their changing needs, quickly.

Paul Rogers, Professional Service Director, relays an evolutionary story which began in 2012, when the company, previously known as Montal, sought an ITIL-aligned service management solution to replace and enhance the simple 'ticketing system' which supported their external clients' needs. Going out to tender, Montal realised there was more to Sunrise ITSM than met the eye and selected what was proven to be an off-the-shelf, yet easy to tailor, scalable service desk with the potential flexibility to 'morph' into other functional areas.

Replacing the ticketing system used by the engineering service desk, Sunrise ITSM proved an enhanced solution. Benefits beyond the original remit included scheduling field engineers' time, covering elements of stock control and project delivery, giving visibility of delivery or repair at an installation, whether on site or via remote dial in, as well as of each engineer's workload. "Sunrise replaced what had previously been in people's heads," says Paul "it was liberated from the original service desk tool to the flow-control processes it now manages." "Sunrise ticked all the right boxes from the start, with its scalability and ability to tailor to our developing needs."

## Managed Service to the fore



Faye Harley, Hosted Services & Support Manager - Managed Services, has added key additional functions into the implementation, streamlining down from 4 different (acquired) helpdesk systems to eventually standardise on Sunrise. Faye takes up the story from the service desk frontline.

Managing Castleton's two types of customers, Faye reiterates that flexibility and scalability of the service management solution are crucial differentiators within their highly competitive environment. Firstly there are those customers with Castleton's IT embedded on site, who log a call remotely with the central team when required.

The second type of customer – a key one to the business – deploys a fully Managed Service, each using an outsourced service desk to manage its own tickets through the Sunrise online Customer portal, with resolution streamlined within Sunrise ITSM to Faye's team as required.

The central service desk receives around 3000 calls a month, 20% via self-service, 25% phone, 30% email and 25% internal sources, ("Can you just?.."). These are managed by a first/second line team with escalation as required to Faye, the 3rd Line Team and Paul's team, followed by the consultants, and all tracked on live multi-sourced wallboards. "It's just fantastic! We have to manage multiple locations with Sunrise and it just does that so easily. The GUI looks really nice and it's easy to use; it's just so simple to make functional changes, often at the click of a button. It just works perfectly – and people pick it up really quickly, even with our changes!"

## Reporting advantage

A multitude of standard reports at their fingertips, Faye says flexibility is again key to internally tailoring reports to show customers their key performance data. Live data is even used to create friendly competition between service desk teams.

At a business level, the information gained from the service desk is important to Castleton's commercial success and differentiators; reporting shows how service delivery is maintained to clients, with their different SLAs and contracts, and helps the company to keep abreast of its competitors. Paul says "Our customers have specific expectations of service that we need to meet, and we can report on what services customers are using and how their service levels are met. The product promotes how well you're doing – and where you're not, ITIL helps us where there are weaknesses to address".

## Heart of the business

"It's quite simply much more of a business driver than a helpdesk – people know what they're accountable for and managers use the system generated information whether in sales, finance, contracts – to tell us what needs to be actioned. It's the lifeline giving key information on our client base across the business" concludes Paul. "Without Sunrise as it is, we're back to pen and paper! It works perfectly for us, it's a fantastic piece of software – a value-add for our business. We have been very self-sufficient due to Sunrise ITSM's flexibility, but see the future developing with Sunrise's continued guidance so that we can work more closely together."

## Our Clients



## About Us

Sunrise Software has over 20 years' experience building and implementing service management software that enables organisations to support both internal and external customers. The software is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs. The software is browser based, making it easy and intuitive to use.

Applications are suitable for departments including IT, providing technical and support services, Customer Service, speaking to external customers, and others such as Facilities Management and HR/Payroll that are providing services to staff and managing third party suppliers. The software is available as a Software as a Service (SaaS) / Cloud solution on the IBM Bluemix platform, or on-premise, and is used by hundreds of high profile organisations in public and commercial sectors.



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