



Managed  
Services

# End user support transformation

Responsive end user support model with progressive SLAs and continual service improvement.



Cripps Pemberton Greenish is one of the UK's leading law firms and specialises in corporate, real estate and private client work.

[www.crippspg.co.uk](http://www.crippspg.co.uk)



## Customer challenge

- Tackle an unresponsive service desk and lack of customer care
- Improve working relationship between existing suppliers
- Handle IT support integration of merger activity

## Plan-Net's services & solutions

- SLA-driven best practice service desk
- Managed on-site 2nd line support
- Cross-IT supplier collaboration

## Benefits

- Increased responsiveness and customer service levels
- Service desk resolution rates doubled within 8 months
- Smooth merger integration handling
- Improved Problem and Change management

## A programme for change and the need for service

Coinciding with the arrival of new CIO Jo Owen, CrippsPG undertook a review of its IT provision. As part of this, the service desk was put under the spotlight.

CrippsPG had previously made the decision to outsource its service desk. Mike Burton, CTO at CrippsPG, explained the context of this move - from an inhouse to an outsourced service desk solution, "One of the challenges we constantly faced was retaining staff. Being headquartered close to London is both an opportunity and a threat.

Often, as soon as we trained up a new member of the service desk, they would look to further their career by moving to London. We found ourselves in a cycle of recruiting and training, and suffering the distraction of it." The initial service provider was not a specialist in end user support, but provided it as an extension

to its cloud solution. As the firm continued to grow in size, both organically and through mergers, the lawyers' reliance and demands on IT increased. The CrippsPG IT team were becoming increasingly aware that the lack of 1st line customer service, poor response levels and need for continuous service improvement were damaging the reputation of IT within the firm, as well as negatively impacting the lawyers' productivity. Ultimately, they needed a specialist partner for end user support.

In order to address these challenges, CrippsPG invited Plan-Net into the RFP process. CrippsPG ultimately chose Plan-Net because of its specialist legal focus and experience in delivering end user support.

## Responsive end user services

Over a tightly managed 8-week programme, Plan-Net transitioned the firm's service desk to operate from its high performance, ISO27001

**Feel free to get in touch. We're here to help.**

### Acora - Head Office

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certified centre in Bletchley. The contracted service is available from 7am to 7.30pm, 5 days a week, but as Plan-Net’s service desk centre operates 24/7, 365 days a year, there is always a point of contact out-of-hours if needed.

Pete Ball, Service Desk Team Lead at CrippsPG and responsible for managing the relationship with Plan-Net, commented **“From day one, we all saw a massive increase in response levels from Plan-Net.”**

Plan-Net worked with the CrippsPG IT team to set SLAs for metrics such as abandoned calls and since the start of the engagement, Pete revealed that Plan-Net has met or exceeded these targets without fail. The delivery of the service includes monthly face-to-face reviews to run through SLA reports, dashboards and continuous service improvement initiatives.

### **An agile model ideal for supporting business change**

Shortly after Plan-Net took on the delivery of the law firm’s service

desk, CrippsPG announced a merger with another topflight firm, Pemberton Greenish, subsequently the company’s staff numbers increased significantly. Plan-Net was able to effectively and flexibly adapt its SLAs to incorporate the additional end users. As a result, CrippsPG decided to widen the scope for Plan-Net to also include 2nd line support across its four offices and transfer the 2nd line support team to Plan-Net for a more seamless, well managed end user support function.

### **A mature IT service ready to support innovation**

The increase in first time fix and service desk resolution rates clearly reflects the successful work from Plan-Net, but also highlights the improved health of the wider IT ecosystem. Jo Owen comments on the cross-supplier collaboration. **“We now have 3 key support providers; one for our cloud platform, one for software and Plan-Net for end user support. While we knew that managing three different IT support partners would**

**come with some challenges, we are extremely satisfied with the way Plan-Net is proactively managing relationships and effectively liaising with our other providers on issues such as Problem and Change.”**

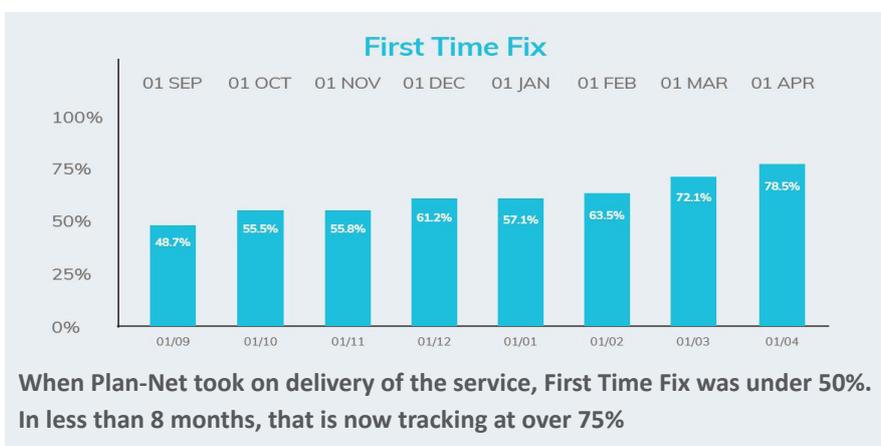
Mike explains the exciting innovations for the firm and how building a mature IT service has been essential in achieving further objectives. **“CrippsPG has now launched a new client management system that will act as a springboard to automation, workflows and client service innovations. In order for this to be a success, we have to be joined up and we feel we definitely have achieved the ecosystem to support that.”**



### **Acora and Plan-Net join forces**

In 2019 Acora announced the completion of our merger with Plan-Net. This created a group with over 300 employees, 4 offices and 300 customers, focused on delivering outstanding customer experience to businesses across the UK. The group is underpinned by great people, strong technical innovation and a combined desire to grow.

*This Plan-Net case study is an example of the great work the team have delivered and the combined capabilities of the new group.*



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