



Managed
Services

End user support transformation

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



The Choice of Leaders

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



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

Acora'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 Acora into the RFP process. CrippsPG ultimately chose Acora because of its specialist legal focus and experience in delivering end user support.

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

Acora - Head Office

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Responsive end user services

Over a tightly managed 8-week programme, Acora transitioned the firm's service desk to operate from its high performance, ISO27001 certified centre in Bletchley. The contracted service is available from 7am to 7.30pm, 5 days a week, but as Acora'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 Acora, commented **"From day one, we all saw a massive increase in response levels from Acora."**

Acora 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 Acora 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 Acora 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. Acora 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 Acora to also include 2nd line support across its four offices and transfer the 2nd line support team to Acora for a more seamless, well managed end user support function.

A mature IT service ready to support innovation

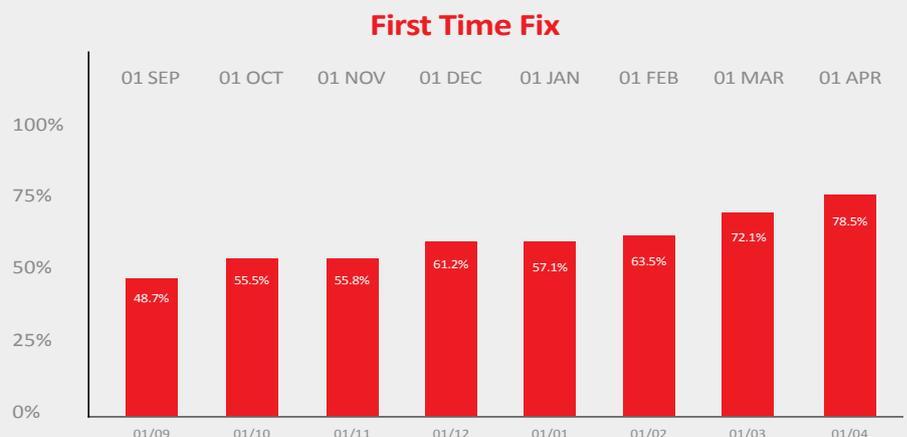
The increase in first time fix and service desk resolution rates clearly reflects the successful work from

Acora, 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 Acora 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 Acora 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."**

When Acora took on delivery of the service, First Time Fix was under 50%.

In less than 8 months, that is now tracking at over 75%.



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