



“Freshservice does everything it needs to and more.”

Ray Wise

Helpdesk Supervisor, Addison Lee



INDUSTRY: Transportation

USAGE: IT, HR

Addison Lee, the UK's largest private hire cab operator, was adopting the ITIL IT service management (ITSM) best practice framework and needed a suitable ITSM solution that is user-friendly and easy to maintain – to enhance its internal IT support and operations.

Addison Lee chose Freshservice to benefit from both its modern capabilities and the cloud delivery model. With the latter meaning frequent upgrades and that Addison Lee can focus more on delivering high-quality business services instead of maintaining IT-internal systems.

ADDISON LEE'S IT SUPPORT ISSUES

In addition to its previous ITSM solution, ManageEngine IT360, being on-premise, Addison Lee found it too complex for their needs and too difficult to operate. For instance, every time Addison Lee needed to manage a change using the tool, they had to fill in complex forms – not to mention that service desk agents felt that the on-premise solution was old fashioned and causing them more issues than it fixed.

Addison Lee decided that it needed an ITSM solution that was simple and easy to use. The company decided that a cloud-based ITSM tool would be the ideal solution to all their existing operational and management issues in IT support, as well as providing opportunities for additional improvements.

WHY ADDISON LEE CHOSE FRESHSERVICE

Addison Lee selected Freshservice over 15 other ITSM solutions to complement its expanding business. While the company knew exactly what it needed, the following aspects influenced their choice:

- ◇ **Ease of use:** Addison Lee found Freshservice modern yet simple; which meant it was much easier to maintain as well as to operate.
- ◇ **CMDB:** the service desk team found it particularly useful that the tickets and assets were automatically linked together; this allows the company to view all tickets relating to an asset and vice-versa.
- ◇ **Service catalog:** as big users of this capability, the company likes that, for instance, it can request authority of another member of staff on whether or not to go ahead with a service request.
- ◇ **Simplicity:** while much seemed too technical with its previous solution, Freshservice was a welcome change with its simple yet intuitive UI and ease of configuration.

According to Addison Lee, Freshservice did everything that it needed it to and more.

THE CHANGEOVER TO FRESHSERVICE

Addison Lee went live with Freshservice after testing the solution capability by capability over the course of four months due to the size and complexity of its operations – beginning with the ticketing system and then the change management module. The company was able to plan the changeover easily by keeping the old ITSM tool running for a week before switching to Freshservice altogether. It also helped that Addison Lee was able to view updates of the status of its work on Freshservice’s dashboard.

A quick change of email and the addition of requestors into Freshservice were all it took to make a smooth transition. The changeover to Freshservice took place seamlessly in a single day.

ADDISON LEE'S FUTURE PLANS FOR FRESHSERVICE

After seven months of using Freshservice, Addison Lee has seen significant improvements in its IT support services. The company is currently using Freshservice's incident and change management modules extensively, which is helping them do things in a simpler and an "ITIL-aligned way." Along with the wider transformation of adopting a new ITSM best practice framework, Addison Lee is doing far more than it used to with the old ITSM tool.

Addison Lee has already surpassed 5000 tickets in the first two months of going live with Freshservice. Not to mention that it is able to close tickets and approve changes more quickly than before.

Prior to Freshservice, Addison Lee didn't have any customer satisfaction reporting. Now with Freshservice, the company is able to seek feedback, meet all its targets, and keep better track of things. According to Addison Lee, its favorite Freshservice feature is being able to ask someone else to approve tickets as part of the service request. Their other favorite features include:

Quantifying Cordant's successes in terms of percentage improvements is difficult due to the lack of insight into operational performance levels and customer satisfaction pre-Freshservice.



Gamification

Addison Lee, as an expanding business, has nine groups of support agents in its HQ. The support teams like that they can be competitive, perform exceptionally, and still have fun in the workplace with the help of gamification.



Third-party service request approval

Previously, Addison Lee had trouble trying to juggle between emails to the HR for service requests. Now, all that the team has to do is to get HR to approve requests using the approval feature.



Mobile app

From looking up solutions to finding asset details, the team likes the app for being handy and easy to use. They are able to take care of tickets from anywhere, including the comfort of their homes and when they are away from their desks in office.



Value for money

The company was able to work well within its budget, which it wasn't able to do with the old system due to frequent upgrade costs and additional payments for features.

“Freshservice is helping us do things that we weren't able to before.”



Ray Wise

Helpdesk Supervisor

Addison Lee



According to Addison Lee, Freshservice has helped it to be where it wants to be with IT support. Having grown from 45 to 66 agents, Addison Lee has expanded its business more than it ever dreamed of. Furthermore, the company has resolved over 1100 tickets in just the month of October, with a rating of 97% on time resolution and heightened SLA management.

Pleased with the service so far and looking to go a long way into the future with Freshservice, Addison Lee is also working with Freshservice's development team on improving the solution, such as making a few changes to support a five-figure number of tickets by the end of the year. The company also likes that Freshservice can keep up with the growing organization's pace. According to Addison Lee, the teams are very happy with Freshservice and enjoy working so much more now, thanks to gamification and other usability features.

ABOUT FRESHSERVICE

Freshservice is a cloud-based IT service desk and IT service management (ITSM) solution that is quick to set up, easy to use and manage to simplify work across organizations.

Freshservice leverages ITIL best practices to enable organizations to focus on what's most important – exceptional service delivery and customer satisfaction. With its powerfully simple UI, Freshservice can be easily configured to support your unique business requirements and integrated with other critical business and IT systems. Native integrations are provided “out-of-the-box” with many of the most popular cloud services such as Google Apps, Dropbox, AWS, and Bomgar to speed up deployment and reach.

Freshservice is built on the proven Freshdesk platform, whose flagship customer service offering supports more than 50,000 customers worldwide, including Honda, 3M, Macmillan, Bridgestone, and UNICEF.

www.freshservice.com





Refreshing ITSM