



“Axon’s Remedy ITSM ‘software as a service’ solution is our foundation for moving forward with ITIL,”

**says Debbie Manktelow,
Hamilton City Council’s
IS Support Team Leader.**

**“We now have a single unbroken link
between incidents and changes.”**

Service Management Axon’s full suite of infrastructure managed services span ITIL-compliant Service Desk and incident, problem, change, capacity and availability management, asset and PC/notebook management, Procurement and Lifecycle management. Axon offers unprecedented flexibility in delivering infrastructure managed services. We can blend with your teams as a full outsourced service depending on your business needs. We offer New Zealand’s first BMC ITSM 7 service desk for incident, problem and change management, and BMC’s Performance Manager for availability and capacity management. All are available for use by internal teams via our software as a service platform. **For more information visit www.axon.co.nz.**

Hamilton City Council’s Team Leader of Service Support, Debbie Manktelow, is using Axon’s ‘software as a service’ Remedy ITSM solution as a key component in a wider service contract with Axon. Axon’s managed services contract includes support and management of 769 desktops, IT procurement and management of Microsoft software licensing. Axon’s Remedy ITSM SaaS service is used directly by Hamilton City Council’s staff, with backup support from Axon as required.

Information visibility improves customer service

Axon has launched the first software as a service offering of BMC's Remedy ITSM 7 Service Management suite, offering Remedy ITSM as a fully hosted 'software as a service' solution delivered via secure web or VPN connection from Axon's Class A datacentre facility.

Hamilton City Council has worked closely with Axon as the first Remedy ITSM upgrade customer. "The visibility of information is already helping improve customer service," says Debbie Manktelow, support team leader for Hamilton City Council's Information Management Unit.

BMC's Remedy ITSM 7 Service Management suite comprises all the tools and processes to handle incident management, problem management, change management, service level management and configuration management.

"End users can see the status of their help request as it changes."

Debbie Manktelow says the Council now has a single unbroken link between incidents, problems and changes.

"Eventually that is going to result in a reduction of the number of incidents, as causes and effects are made visible," she says.

Information is 'transparent', with Hamilton City Council team leaders and unit managers able to see where requests for help originate, and IT now being able to monitor workloads more efficiently.

"This helps them coordinate support and training. End users can see the status of their help request as it changes, so they have no need to call the service desk again to find out. We can also log and clear incidents internally, which IT staff here use to keep track of all internal requests and tasks. Coordination between our staff and Axon's is fairly seamless," Debbie Manktelow says.

"The business case is compelling. The visibility of information helps to improve customer service by providing a more efficient service with the intention of increasing user satisfaction. We now have a single unbroken link between changes and incidents and we are currently working on linking problems into these, enabling us to become more proactive through problem management rather than reactive, as we predominantly are now."

BMC Remedy ITSM – software as a service

- Establish an internal service desk capability without capital costs
- Fast and cost-effective way to upgrade to the latest ITIL-compliant BMC solution
- All the tools and processes to handle incident management, problem management, change management, service level management and configuration management
- Implementation within 30 days including training
- Axon quantifies and forecasts the net benefits of the SaaS service for each customer before the SaaS service is implemented
- Higher system availability
- Increased user satisfaction with fewer problems fixed more quickly
- Significant overall time and cost savings from improved system administration and management.