

Conwy's IT Department ▶▶▶▶▶ Fastpass Testimonial:

Conwy County Borough Council IT Service (CCBC IT Service) provides IT services to all council services and its customers across the county.

We provide IT support for around 1800 users across 200 sites. Our customers have a broad range of IT knowledge and skills, including Social Workers, Teachers, Solicitors, Managers and Administrative workers. The authority is in the process of implementing a 'Workwise' as a new way of working, which involves a flexible approach to work including no fixed work location or desks, less paper and more streamlined and electronic processes.

IT systems and tools are therefore key to this new way of working to ensure efficiencies are met, and need to be simple, reliable and user friendly. During this implementation period for 'Workwise', the workload of the IT Service increased significantly and we realised that we needed to reduce calls to the IT Service Desk to maintain current call performance without increasing staffing levels.

A significant amount of calls to the IT Service Desk were for password resets and related queries, this was increasing call wait times and resultant abandon calls. We considered our options and decided to research self service password reset tools available that our customers could access 24/7. Following market research and demonstrations from suppliers, we decided that Fastpass would be the best solution for us because they offered:

- ▶ A simple solution in design and operation;
- ▶ Ability to work across multiple AD domains;
- ▶ Access to the solution from a hosted website and/or;
- ▶ Mobile Aps with no need for physical domain access for end users;
- ▶ Access to security information to be used internally for Secure ID of callers;
- ▶ A very competitive price.

The installation went well, it was simple and our IT Service Desk Team were trained up very quickly. Not unexpectedly it has taken a little longer to get all our customers signed up and using Fastpass. At the beginning of the roll out process the Service Desk reset passwords when customers called and reminded them to sign up to the Fastpass facility. The second phase was to talk our customers through signing up to Fastpass when they called rather than resetting passwords and advising how to use Fastpass. We now have approximately 90% of our customers signed up to Fastpass, and our final phase will involve advising customers through their managers that we will now only reset passwords in the case of emergencies.

The first phase we set ourselves as target of 50% reduction in password resets to the Service Desk, this we exceeded by achieving nearly 60%. The reduction in password reset calls has enabled us to meet increased calls due to 'Workwise' implementation across the authority. We have experienced budget reduction, and still managed to meet our efficiencies without the need to increase Service Desk support. Customer feedback has confirmed that we maintained a high level service and customer satisfaction during this transitional period.

Fastpass customer support has been reliable and of a high standard, and we are happy to recommend Fastpass as a product.

