

## Case Study:

### How Cerebral Palsy Alliance solved its IT support problems

#### Summary

By working with Australian IT service provider PicNet, Cerebral Palsy Alliance went from being swamped by IT support calls and complaints to solving them faster and more efficiently.



#### Client Background

Cerebral Palsy Alliance (CPA) is a not-for-profit organisation that supports 5,000 people living with cerebral palsy in NSW and the ACT. Its team of more than 1,000 staff members, including therapists, offer in-home care, as well as equipment and life skills programs. Since it was established, the organisation has funded \$23.6 million in grants for research relating to cerebral palsy. CPA is now transforming the way it provides customer service, so it can better support clients under the National Disability Insurance Scheme (NDIS).

#### Business Challenge

CPA's IT team was struggling to cope with myriad responsibilities as the organisation grew. This included supporting employees' use of software to manage email and finances, as well as solving their problems involving hardware, accounts and passwords. CPA's IT team also had to find time for many other tasks, including updating the operating system on the organisation's 1,000 PCs, which were spread across 55 locations.

As well as lacking enough people to cope with growing demands, the IT team did not have appropriate workflow structures or processes. Each support request generated a ticket, but little feedback was given to staff about who would assist them and when the problem would be resolved. A lack of accountability meant it was tempting to prioritise problems that looked easier to resolve. CPA's IT team was struggling to keep up. Support calls would sometimes go to voicemail, and it could take up to a week before they were answered. Employees lost confidence that anyone would be available to help when they encountered IT problems.

CPA knew it couldn't continue to operate this way. It wanted to use technology to help transform its business, but this wouldn't be possible if its IT team was overwhelmed by support problems.

#### The Solution

In late 2015, CPA began discussing how it could overcome these challenges with PicNet. PicNet's 15 years of experience in designing and operating help desks for a variety of businesses meant it could recommend an appropriate solution. This involved streamlining support processes and outsourcing level 1 support queries, such as those from users unable to access their email, to PicNet. CPA worked with PicNet to make sure the solution met its needs, rather than trying to adapt to a one-size-fits-all help desk. "PicNet were flexible in terms of how we wanted to run the service desk," says CPA's CIO Druvaan von Drehnen. "They listen to their customers' needs."



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Based on PicNet's advice, the organisation implemented a new ticketing system and moved to a newsupport structure. A help desk manned by PicNet technicians is now the first point of contact for IT support during business hours. This gives CPA's IT team with time to tackle more time-consuming support requests and other tasks. To avoid any confusion, all these IT support services are branded as CPA services. Key quality benchmarks have been introduced. For example, a service level agreement was put in place that requires PicNet to acknowledge urgent requests and assign them to a support person within 15 minutes. If urgent problems are not resolved within the next 30 minutes, they are escalated to the CPA team. Key performance indicators are reviewed monthly, giving CPA and PicNet the opportunity to address changes in response and resolution times.

### The Benefits

CPA has dramatically reduced the time it takes to resolve IT problems. Approximately 97 per cent of support requests now receive a response from the support team within a predefined time frame, which differs according to how urgent the problem is. Further, 94 per cent of support requests are resolved within agreed time frames. Employees are much happier with the speed at which their Level 1 IT problems are now being resolved. "We had staff telling us how convenient it was to be able to call a professional service to get their IT issues resolved or logged. Now they know someone will be there," says CPA's CIO Druvaan von Drehnen.

PicNet has also helped CPA identify and find solutions to problems that it was spending a disproportionate amount of time resolving. For example, up to 30 per cent of support cases involved employees asking to have an account or password reset. CPA is putting in place a self-service portal allowing employees to perform this task themselves. As a result, the CPA's IT team now has more time for other more important tasks. CPA's CIO Druvaan von Drehnen credits PicNet not just with improving the level of support provided to CPA, but with helping to change the culture of her IT team. "PicNet helped us raise our level of professionalism" she says.

### Learn More

To learn how PicNet can help your business, contact Marco Tapia today at [marco.tapia@PicNet.com.au](mailto:marco.tapia@PicNet.com.au), or visit [www.PicNet.com.au](http://www.PicNet.com.au).

