

what I do

Andy Bannister Service Desk (ESD) Manager

What have you and the team been up to?

Over the last 12 months we've seen a massive increase in requests for support services, not just for solutions Epic has produced but also for supporting third party software including our competitors' programmes! Clients are now placing greater value on post implementation support for their end users and administrators, rather than simply hoping they get on with it.

What kind of queries do you get?

It could be any number of things. Queries range from helping users to reset their access passwords or talking them through an initial log-in process, through to more technical issues relating to LMS functionality and report configuration. We also get calls from people telling us all about their ailments, as one of our client's dedicated lines is only one digit different from a local Doctor's surgery!

What's the biggest challenge in your job?

Sometimes it's hard to work out exactly what the user's problem is - it could be anything from a failing server to a functionality issue. We use a process of elimination to pinpoint the problem, and work closely with Epicentre, Epic's testing team, to identify and solve the cause. Sometimes it's like trying to find a needle in a haystack, but when we do find the cause it's like winning the lottery! Our team is highly motivated so we don't like things being left unresolved.

What's the best thing about your job?

My team. They're fantastic, really professional, customer centred, and totally committed, and I think this is the reason we get a lot of repeat business. The team is full of technically proficient people who provide great service. We never forget that Epic Service Desk is a support service, not a call centre.

What's the secret of ESD's recent success ?

Much of our success is due to the quality of service we provide. News travels fast in this industry. We pride ourselves on the fact that the vast majority of queries are answered straight away. And if we can't resolve the query immediately, we promise a response timeframe and keep to it. We also ensure that callers aren't passed from 'pillar to post'. A single, named support specialist deals with the query until its resolution.

Can you give us an idea of the scale of the ESD operation?

We support millions of users and administrators worldwide. We get thousands of calls, particularly when a solution has just been launched to a wide user group. For example, we work with two organisations that have recently launched e-learning solutions to potential audiences of over 250,000! Our experience helps define the likely types of issues raised and we put proactive solutions in place to deal with them without the need for a call. This is a key aspect of our service – proactively preventing the need for users and administrators to contact us in the first place.