Giva™

Customer Case Study

WILLIAMS LEA
corporate information solutions

Williams Lea is a leading global provider of corporate information solutions, providing outsourcing services to some of the world's leading organizations in the legal, financial services, investment banking, professional services, retail, telecommunications, automotive, energy and utilities, and pharmaceutical sectors. The company is the leader in the outsourcing industry among financial institutions and law firms, providing services to eight of the top 10 investment banks and more than 90 percent of the top 200 law firms.

Results

When compared with FrontRange Solutions HEAT®, the Giva Service Management Suite provided Williams Lea with:

- A feature-rich, intuitive Web-native help desk application that allowed Williams Lea professionals to get up to speed with only one hour of training

- Real-time reports that quickly measure service level metrics

- High ROI through process automation

- 100 percent uptime since July 2002 using Giva help desk software

- Significantly lower lifetime total cost of ownership verses other help desk solutions

- First-class continuous product enhancements

The Challenge

by Sharon Johnson
IT Director, Professional Services,
Williams Lea

Prior to using Giva, we were using FrontRange Solutions HEAT® for a number of our clients. Although FrontRange Solutions HEAT® previously met our needs, it became very expensive to maintain and lacked important functions.

Williams Lea was looking for a Web-native application with the capability to allow its employees and client IT staff to open and close service requests and search knowledge bases. In order to lower the lifetime cost of ownership, WL wanted all their clients' offices to be able to access the application via the Internet instead of via expensive leased line WAN. Ease of deployment, maintenance and use were other important factors.

The Solution

We assessed a number of incident management applications, but found that they were either too expensive or cumbersome to implement and use. Compared to FrontRange Solutions HEAT®, Giva eHelpDesk was more feature rich with an intuitive interface that only

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required a single hour training session for our Help Desk staff to gain proficiency. Giva worked with us to deploy Giva eHelpDesk—in fact, they configured and got it up and running for us in one week. Now, using the Giva help desk solution, we have centralized the help desk function for all of our clients' offices.

The Result

We have been using the Giva help desk solution since July 2002 and have not had any downtime—the application is robust and very reliable. We have one office accessing it in Mexico City and they are equally satisfied with the performance.

Since we provide IT help desk outsourcing, meeting and measuring service level agreements for our clients is extremely important to WL. Since we are contractually committed to meet a number of service level metrics, we place extraordinary demands on our IT vendors. Giva's flexible reporting engine facilitates our ability to provide both regular weekly and monthly reports and allows us to be responsive to our clients' requests for ad hoc information. Report creation, which traditionally took hours, now takes only minutes, and the quality of the information is significantly better.

The ability of our onsite help desk staff to keep our clients' employees productive directly impacts our clients' bottom lines. We initially questioned the speed and robustness of an externally hosted Web-based help desk solution. However, Giva solutions are fast, functional and reliable, and Giva's support

and continuous improvement initiatives are first-class. One of the big advantages of Giva solutions is that after business hours, our staff can easily access the system from their home to record incidents and resolutions.

There are enormous overhead costs associated with managing applications and servers. The Giva On Demand Software option has proved an effective way to manage our clients' return on investment and increase productivity. Giva's focus on our needs is extraordinary and it is a refreshing approach for a technology vendor.

Sharon Johnson
IT Director, Professional Services, Williams Lea

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About Giva, Inc.

Founded in 1999, Giva was among the first to provide a suite of help desk and customer service/call center applications architected for the cloud. Now, with hundreds of customer driven releases, the Giva Service Management™ Suite delivers an intuitive, easy-to-use design that can be deployed in just days and requires only one hour of training. Giva's robust, fast and painless reporting/analytics/KPIs quickly measure team productivity, responsiveness and customer satisfaction resulting in faster and higher quality decision-making. Customization and configuration are all point and click with no programming or consultants required to deliver a substantially lower total cost of ownership.

Giva is a private company headquartered in Santa Clara, California serving delighted customers worldwide.

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