

## Knowledge Base reduces cost & improves service levels

“User satisfaction with the Service Desk has increased sharply. I’m pleased with the responsiveness of CodeBlue, and the speed at which they executed.”

JULIAN SO,  
INFORMATION SERVICES MANAGER  
ASTUTE LTD

CodeBlue has completed a ‘knowledge base’ project inside its Service Desk that – while originally developed for 300-seat customer Astute Limited – now ensures every customer of the CodeBlue Service Desk is serviced by staff with intimate knowledge of their business.

The CodeBlue Service Desk supports the 300-user network of Astute. Users telephone CodeBlue when a problem first strikes, and receive remote support and diagnostics. More difficult problems are escalated, either to a CodeBlue engineer or to the Astute software development team. CodeBlue successfully designed and executed a project that delivered four-fold benefits: reducing fault rates; cutting time taken to resolve problems; increasing user satisfaction; and delivering a more consistently excellent service.

Called the ‘Knowledge Base’ project, it is now implemented throughout the CodeBlue Service Desk, for the benefit of all CodeBlue customers. It ensures every CodeBlue Service Desk customer receives assistance from staff who are intimately acquainted with each customer’s unique IT environment.

The ‘Knowledge Base’ describes a living and growing body of knowledge about a customer’s calls to the Service Desk. Each problem logged with the Service Desk – and its solution – adds to the sum of knowledge about that customer. As new faults or events occur, the knowledge base grows in usefulness. Users get speedy, company-specific knowledge, from each and every member of the CodeBlue team.



“By equipping its entire Service Desk team with Astute-specific knowledge, CodeBlue has ensured our 300 users get fast and consistent service.”

JULIAN SO,  
INFORMATION SERVICES MANAGER  
ASTUTE LTD  
.....

Customer profile //

## Astute Limited

**Business profile //** Astute is one of New Zealand’s largest telecommunications networks servicing companies. It services many of the major telecommunications providers in New Zealand, including TelstraClear, Vodafone and ICONZ, delivering an end-to-end service that covers the installation and servicing of copper, fibre, wireless networks and satellite LANs/WANs.

**Key IT suppliers //** Microsoft, HP.  
IT services from CodeBlue

**Number of PCs //** 300

### The business challenge

- // Give end users a consistent experience from their Service Desk.
  - // Reduce time and cost to resolve end user issues
  - // Document IT processes to transfer knowledge to entire service desk team
  - // Document business critical applications
- .....

### The CodeBlue Solution:

- // Commission central knowledge base using Microsoft Office applications
  - // All Service Desk analysts refer to a single point for all data, delivering a consistent end user experience
  - // First tier resolve rate increases with the availability of information to the Service Desk analysts
  - // IT procedures are now fully documented – a process is completed the same way every time by every engineer or analyst
  - // The knowledge base is actively used and updated by all who use it, ensuring its continual improvement and usefulness
  - // Identify and produce “one pager” information sheets on business-critical and common applications to aid in the first level resolve rate
- .....

### Return on Investment:

- // First tier resolve rate has increased to 75 – 85%
  - // Reduction in time and cost to resolve end user issues
  - // Knowledge base grows in value over time
  - // Increase in user satisfaction
- .....

