

Womble Bond Dickinson

Enabling continuous improvement within service management.

To better support its 1,400 UK staff, leading law firm Womble Bond Dickinson required an intuitive, flexible and cloud-based IT service management platform that could provide the management reporting needed to drive continuous service improvement. By implementing Sunrise ITSM SaaS, it is now able to deliver faster, more informed service to staff, successfully increasing first time fix rates by 10%, using reporting to identify wider trends and extending the platform to other departments.





Womble Bond Dickinson (WBD) is a forward thinking legal practice with the energy, drive and determination to keep pace with its clients and a focus on delivering the relevant services they need. With teams located across the US and the UK, and networks and relationships around the world, WBD combines regional heritage, local knowledge and a transatlantic outlook.

The firm's existing service management software was installed on-premise and difficult to configure and use. Consequently, the IT team looked to replace it with a platform that was more intuitive, flexible and cloud-based to reduce management overheads. With an IT organisation committed to continuous improvement, more detailed, better quality management information and reporting was required to match the needs of its 1,400 UK employees spread across nine offices.

"At Womble Bond Dickinson we have a constant drive to improve what we do and how we do it," says Gareth Humberstone, IT Services Manager, Womble Bond Dickinson. "Our aim is to provide our employees with a first class service, allowing them to deliver the excellent legal services that we offer. As part of this we recognised we needed to transform our service management software."

“ Sunrise has been transformational in how we are now working and the data that we are able to capture and use. ”

Meeting needs for flexibility and granular reporting

After looking at a wide range of service desk software providers and undertaking a competitive tender, WBD chose Sunrise Software's SaaS-based IT Service Management (ITSM) platform. Beyond the IT department, Sunrise is also used by the Risk and Best Practice Group, which offers a service desk to the business concerning incident management, audits and regulatory compliance.

"Sunrise met all of our needs, both in terms of the product and the company. We liked the people and were impressed by the straightforward, intuitive nature of the software, combined with the flexibility to allow us to configure it ourselves," adds Gareth.

A partnership for success

During the implementation phase, WBD worked closely with Sunrise, which ran in-depth workshops to share experiences and advise on how to best deliver on the objectives. Thanks to the comprehensive support and testing, go live was trouble free, with the 48 IT users able to get up and running straight away.

Within the IT department, Sunrise is now used by the whole team, from the frontline service desk to level 3 support and IT management to deal with an average of 2,400 tickets per month. These range from support for new joiners and leavers to incident management around core business systems, such as practice management and document management solutions.

Following the successful go live with the IT team, the 25 person Risk and Best Practice Group is now rolling out the software, starting with its Helpdesk which advises on a range of regulatory and operational requirements and then on to the Business Assurance Unit, including client and matter management services, conflicts and information barrier requests. This will be followed by the Facilities Department, which will use it for incident reporting and request management.



Improving first time fix rates through better data

WBD saw benefits quickly following the implementation, particularly around reporting and speed of operations.

"Within two months of going live we were able to use Sunrise's reporting capabilities to drill down and identify key trends that were impacting our first time fix rates, allowing us to make changes that improved it by 10%, up to 85%, well above the industry average," says Gareth.

Sunrise was also integral to supporting WBD's successful implementation of Windows 10. While this led to a 50% increase in tickets, the speed of Sunrise in terms of processing and progressing requests avoided any bottlenecks developing, allowing the team to effectively manage these higher volumes.

As well as identifying areas around first time fix rates, WBD is also benefiting from more granular analysis of incidents, which are then discussed in weekly continuous service improvement meetings. This allows solutions, such as extra training and investment in other tools, to be put in place to reduce the load on level 2 and level 3 support teams while delivering faster service to WBD employees.

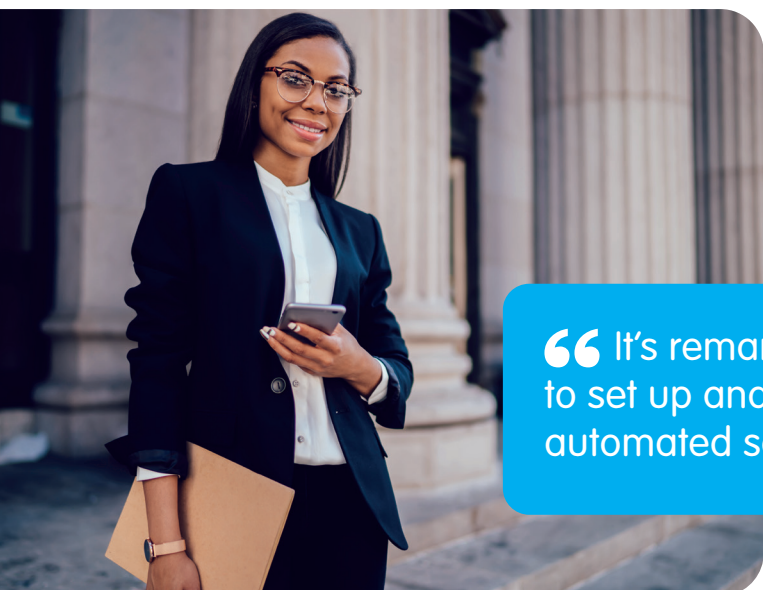
The flexibility and configurability of ITSM has reduced management overheads and WBD is finding it straightforward to amend and launch new processes with the visual workflow engine, supported by Sunrise if required. "It's remarkably easy for us to set up and adapt workflow for automated services in Sunrise" says Gareth.

A platform for the future

Commenting on the way ahead, Kevin Gray the firm's Operational Risk Director added "We've made some good early progress and with the knowledge that has been built up, we're confident that we will achieve our longer-term ambitions to integrate Sunrise as the main Helpdesk platform for all of our support team services throughout our UK business."

Future plans are to launch self-service once the Risk and Facilities teams are fully live, providing a one stop shop for users looking for support on wider corporate services. This will be complemented by change management, bringing server assets on the system (to join the 3-4,000 devices currently managed within Sunrise) and lifecycle management of devices, from purchase to disposal.

"Sunrise has been transformational in how we are now working and the data that we are able to capture and use," concludes Gareth. "We are able to improve our service to the business and can interact better with employees, all supporting our goal of continuous improvement."



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Our customers

A wide range of customers uses Sunrise for a variety of different purposes, from ITSM and MSP or external customer Service Desks to HR and Facilities Management.

Read more case studies from public sector, not-for-profit and commerce at www.sunrisesoftware.com/customers/

About Us

Sunrise Software has over 20 years' experience building and implementing service management software that enables organisations to support both employees and external customers. Sunrise is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs. The platform is browser based, notably easy and intuitive to use.

Sunrise ITSM is suitable for IT departments providing technical and support services, while applications are available for Shared Services and external / third party Customer Service, as well as HR/ Payroll and Facilities Management. The software is available as a Software as a Service (SaaS) solution on the IBM Cloud platform, or on-premise, and is used and trusted by hundreds of high profile organisations in public sector and commerce.



Reporting Compliant
with the Best Practice
Standard 2019.



**Built on
IBM Cloud**

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