

Case Study



Escone Assist Helpdesk Support: Preventing Single Points of Failure



Knowledge walked out the door
Leaving no internal resource available



Tailored functionality
Required expertise to analyse configuration



Expert assistance needed
No internal finance systems knowledge

CLIENT CHALLENGE

In 2016, Independent News & Media PLC (INM) implemented the eBIS workflow system to help control spend and bring structure to the approval of purchase orders and invoices within their OpenAccounts financial package.

Following implementation, two key members of the systems team left the business, leaving a large knowledge gap in their Open Accounts and eBIS system and processes.

Furthermore, INM has a large cross section of users and tailored functionality which required specific expertise to analyse and document the non-standard system configuration.

THERE MUST BE A BETTER WAY?

Our solution...

INM implemented Escone Assist to support and manage business-critical applications. The Escone team is an extension to their team and deliver the role of internal application super users. Following initial familiarisation of business processes and given the complexity and volume of INM's system configuration and integrations, Escone quickly began providing support to replace knowledge gaps as their dedicated internal super users to avoid breakdown in business continuity.

As part of the Escone Assist Helpdesk solution, there was also a requirement to introduce a stringent change control process for application improvements and fixes to business-as-usual functionality. We have also delivered project support to help identify and action new and improved functionality to enhance efficiency and reporting capabilities.

Case Study

Escone Assist Helpdesk Support: Preventing Single Points of Failure

WHAT WE DID

- Our experts analysed existing systems, capabilities and processes
- Identified pain points and key areas of improvement
- Discussed process requirements with client in detail
- Scoped and documented potential solution to fit client specific requirements
- Fully managed Change Control process
- Implemented Escone Assist Helpdesk
- Insured continuity of financial system during transition
- Introduced a centralised, dedicated point of contact for support

ADDED VALUE

- Reduced risk to the business by having a team of experts available
- Increased productivity
- Improved resolution times
- Measurable performance through KPI reporting
- Removed user frustration
- Introduced efficient helpdesk process
- Provided expert helpdesk support
- Gained confidence in support process
- Enhanced internal control and consistency
- Improved project controls through scope management and efficient delivery
- Improved processes to external audit standard

WHAT THE CLIENT SAID?

"In 2016 we faced disruption to the business following the resignation of two key members of our support team. After being introduced to the services that Escone Solutions provide, we quickly began to see the benefits of bringing in this experienced and pragmatic team to manage the support of our financial applications.

Escone has more than repaid the faith we showed in them by consistently bringing stability, control and initiative to our business. Escone have become a seamless extension of our IT department."

Stephen Harton
Head of Finance – Group Financial Controller, INM