



Prudential Assurance: Achieving a three-fold jump in help desk efficiency thanks to Numara Track-It!

Singapore -- (9 Dec, 2009)

When Prudential Assurance wanted a more comprehensive help desk solution that would provide better functionality for both users and customers, it decided that an upgrade of its existing help desk, Numara® Track-It!®, was the ideal approach.

Business Driver – The need for a comprehensive and more efficient help desk solution.

Industry Sector – Financial Services.

Why Numara Track-It! – Faster ticket logging; reduced workload; smoother operation and data capturing functions for management reports; agent productivity features; usability.

Business Benefits – With a team comprising of just 7 staffs supporting 3,500 users, Prudential Singapore needed a help desk system that was more efficient, easy to configure, simpler to use and provided faster service ticket logging for the 60 queries it receives every day. Since upgrading to the latest version of Numara Track-It!, the call resolution success rate has improved by an additional 33 percent.”

Undertaking a Help Desk Upgrade

Prudential Assurance has been a Numara Track-It! customer for over 5 years and used Numara Track-It! during this time. In January 2009, it saw the need for a more comprehensive and efficient help desk solution for its five staff taking calls from Prudential’s customers. Therefore after an introduction to the product from Inok Systems, the local vendor for Numara Software products in Singapore, and recognition that the software met Prudential Assurance’s technical and budget requirements, the company decided it needed to upgrade to the latest version of Numara Track-It!.

Johnson Chang, Project Manager at Inok Systems, who has helped drive the implementation project at Prudential Assurance in Singapore, comments:

“We were really impressed with the latest version of Numara Track-It! as it had great new report presentations, and a series of new enhancements that helps speed up the logging of service tickets which total around 60 a day.”

“It was a relatively smooth process migrating from the previous version to the new one. We then undertook an interactive training session with all the staff who were users of the previous version. The feedback from this training was very positive and the team found the upgraded version of Numara Track-It! very easy to use.”

Becoming more proactive through Numara Track-It! features

For companies of the size of Prudential Assurance, keeping your employees productive is a top priority. But as your company’s size grows and the systems environment becomes more complex, it can be a challenge for your IT group to manage an increasing number of issues, environments, workflows and processes while at the same time being asked to do more with less resources and budget. To stay ahead of the game, Prudential needed a practical help desk solution, one that would

allow it to apply proven help desk best practices quickly and affordably. This it successfully achieved with its upgrade to Numara Track-It!

Heidi Ng, Supervisor in Prudential Assurance's Competence Development and Standards Department, explains the difference Numara Track-It! has made to the company's processes:

"We have been able to move beyond reacting to issues and become more proactive because Numara Track-It! allows us to centrally record and manage issues, distribute workflow and automate processes. Numara Track-It! gives you the tools to efficiently manage people, processes and knowledge. With tightly integrated asset management, your help desk will have all the information it needs to manage issues as they arise, track software licences, control costs and solve larger problems before they impact the business."

Ease of implementation

Prudential Assurance has been impressed with how easily Numara Track-It! has satisfied its requirements and is happy with the ease of implementation and the level of support it has received from the Numara team, says Inok Systems' Johnson Chang.

"The version upgrade was completed successfully and Prudential has seen some great benefits from the implementation so far. There's been a three-fold increase in efficiency in services, the agent productivity features in the latest version versus the previous version have proved invaluable, and with the management reporting now being fully automated, it means that there's no need for manual intervention."

Looking ahead, a key factor in Prudential Assurance's ongoing use of Numara Track-It! will be the planned adoption of the Numara Track-It! asset management facilities which Prudential is now evaluating. For now, Heidi Ng is sold on Numara Track-It!'s user friendliness.

"The administration module is user friendly and I like the flexibility of being able to customise the details on the tickets logged in Numara Track-It! One of the Helpdesk team goals is to resolve 80 percent of issues reported on a first touch basis and I can now monitor the team's logging and closing of tickets. Since using the latest version, the call resolution success rate has improved by an additional 33 percent."

"We have been able to move beyond reacting to issues and become more proactive because Numara Track-It! allows us to centrally record and manage issues, distribute workflow and automate processes. In fact since upgrading to the latest version our call resolution success rate has improved by an additional 33 percent. Numara Track-It! gives you the tools to efficiently manage people, processes and knowledge. With tightly integrated asset management, your help desk will have all the information it needs to manage issues as they arise, track software licences, control costs, and solve larger problems before they impact the business."

Heidi Ng, Supervisor, Competence Development and Standards, Prudential Assurance

About Numara Software, Inc.

With more than 55,000 customer sites worldwide, Numara Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor. Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit www.numarasoftware.com

About Prudential Singapore

Prudential Singapore is a leading life insurance company in Singapore and a wholly owned subsidiary of UK-based Prudential plc. As one of the market leaders in investment-linked plans, Prudential Singapore has over S\$5.2 billion funds under management as at 31 December 2008. Under the dedicated team of approximately 3,500 financial consultants and over 500 employees, Prudential Singapore has been serving the needs of half a million policyholders with over a million policies for almost 80 years in Singapore.

About Inok Systems Pte Ltd

Inok Systems Pte Ltd is a Singapore-based company specialising in the marketing, sales, deployment and support of corporate IT Software solutions in the areas of fax communications, customer relationship management and IT Service Management.

A Numara Partner partner in Singapore since 2006 Inok Systems has extensive experience deploying Numara Track-It! for clients from various industries. For more information, please visit www.inoks.com.