



CASE STUDY

SCEPTRE DATABASE CONSULTANTS

ORACLE SOLUTIONS PARTNER Provides Superior Levels of Support *with* InteQ



Organization Profile - A Certified Oracle Solutions partner, Sceptre specializes in a variety of Oracle outsourcing and consulting solutions and caters to a wide range of companies, ranging from startups to the Fortune 500.

IT Challenge - In order to accommodate company growth, Sceptre anticipated that it would need to build upon its paper-based tracking system and implement a system that would incorporate real-time status notification and automatic tracking capabilities.

Solution - InteQ's InfraDesk — a subscription-based, Web-enabled enterprise service desk solution that is available 7/24 from any location and equips service desk personnel and end-users with an easy-to-use, browser-based interface for incident, problem and change request management.

Results - An automated help-desk solution that shortens time required to solve problems and execute requests, allowing Sceptre to provide dramatically higher levels of customer service.

Forward-thinking Company Anticipates Increased Customer Demand

A certified Oracle solutions partner, Sceptre's service offering is based on its ability to leverage experience and knowledge in order to deliver cost-effective Oracle solutions to its clients and provide effective alternatives to companies that prefer to outsource staff and facilities. Sceptre's client base spans across several industries and includes companies and organizations such as Tenor Networks, Transwitch Corporation, Velcro, Eastern Bank, and The Boston Museum of Fine Arts.

Recognizing that it would soon require an automated help-desk tracking system to accommodate growing demand, Sceptre decided to leverage InteQ's InfraDesk. The company chose InteQ's InfraDesk over competing solutions based on InteQ's proven track record in providing innovative and reliable IT solutions. Since engaging with InteQ, Sceptre has been able to easily manage incident, problem and change requests, enabling the company to provide extremely higher levels of service.

"Customer service is vital to our business and InteQ's InfraDesk solution gives us the ability to track, communicate and resolve issues quickly," said Peter Borans, COO at Sceptre. "InfraDesk's features enable our clients to quickly and easily notify us of a request, prioritize it and be notified immediately of its status. By leveraging InfraDesk's workflow capability and searchable knowledge base, our team is continuing to reduce the amount of time required to address requests, increasing system availability and ultimately increasing overall customer satisfaction."

Getting Started

To begin with, InteQ assigned a Services Delivery Manager to proceed with the InfraDesk enrollment and provisioning process to Sceptre. The enrollment process consisted of reviewing Sceptre's business requirements, customer service workflow, user access to the system, and notification and escalation information. With this information, InteQ suggested a process workflow and configured InfraDesk accordingly. After a quick test phase conducted by Sceptre, the application was up and running.

Streamlined Customer Service

The resulting application enabled Sceptre to benefit from several key features including:

- A customized, Web self-service interface for end-users, enabling both Sceptre consultants and clients to enter service requests via the Web, allowing them to easily find solutions and research service request status
- A searchable knowledge engine that equips consultants and clients with information on any past issues, enabling issues to be addressed faster, based on previous experiences
- Extensive reporting tools, which enable Sceptre to track service level agreements
- Notification and escalation capabilities that allow for quick and effective issue resolution

Part of the success of Sceptre's help desk application is based on InteQ's proven ITSM best practices.

For example, TranSwitch, a developer and supplier of high-speed semiconductor solutions, purchased Oracle 11i and chose to bring on Sceptre as a consultant to assist with the implementation. TranSwitch was extremely pleased with Sceptre's work and attributed much of the implementation's success to Sceptre's remote support model.

Best Practices

Part of the success of Sceptre's help desk application is based on InteQ's proven ITSM best practices and ITIL methodology, which enables organizations such as Sceptre to leverage IT service management process and standards, allowing for effective incident and change management.

"In today's market, companies like Sceptre are faced with tremendous pressure to provide superior levels of service," said Maureen Ellenberger, CEO of InteQ Corporation. "InteQ's proven IT infrastructure monitoring and management solutions, based on established best practices and processes, enable organizations to focus on strategic business objectives, while benefiting from consistent system availability and high service levels."

Notable Results

Since implementing InfraDesk, Sceptre has been able to effectively track service level agreements, build on a searchable knowledge base and proactively monitor and manage customer requests. As a result, Sceptre is able to provide extremely high levels of service, which results in increased customer satisfaction.

"InteQ's InfraDesk has enabled us to dramatically shorten the time required to solve customer issues and execute requests," said Borans. "As a result, we are able to provide extremely higher levels of service and ROI to our valued clients."