

Success Story



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Industry

- Banking and Finance

PAN Product/Service

- Command Centre Help Desk Management System

Technologies

- Microsoft Development Framework
- XML
- SQL Server
- IIS

Achievement

- Improved customer response and resolution times
- Better prioritisation and escalation of customer calls
- Greater staff satisfaction with IT

“The Command Center is the face of IT and a critical application in our mission of being a service orientated department”

Mark Thomson
Executive IT Manager
Victoria Teachers Credit Union

Command Centre Help Desk system enables VTCU to take command of their IT Support



Customer Background

Victoria Teachers Credit Union (VTCU) offers a wide range of financial services to workers in the education industry.

Victoria Teachers Credit Union has over half a billion dollars in assets and more than 77,000 members.

Business Challenge

The banking and finance sector is a fast moving and competitive industry that places enormous demands on its IT staff and systems. Managing and resolving IT issues within acceptable timeframes is paramount to ensuring VTCU business continuity.

Previously all IT issues were reported using a paper based system which resulted in:

- IT issues were not stored in a central location for later analysis
- Insufficient information was relayed to IT support staff which led to further clarification and un-necessary confusion
- Issues being responded to in an ad-hoc manner and handled by the person who answered the call
- Management were aware that IT was under resourced however IT could not provide evidence to support this claim
- Users were complaining that IT was not responsive to their needs and as such IT's reputation within the organisation was one of being reactive and selective to certain individual needs
- A paper based call logging process quickly became inadequate

Solution

VTCU procured PAN Software's Command Centre Help Desk Management System to help streamline IT help desk processes.

Results

- VTCU now has a centralised help desk management system
- All VTCU staff can easily log, update and check their own IT issues via a self-service Web interface
- Reporting has enabled management to analyse call trends and pinpoint specific problem areas
- IT Support Staff are immediately alerted via email when a new service request is logged
- Service requests are automatically assigned to the most qualified IT Support Staff based on expertise, severity and experience
- The standard suite of reports complemented by a report writer for ad-hoc reporting enables management to retrieve critical data quickly and easily

The Command Center has enabled VTCU to improve customer response and resolution times greatly enhancing end-user satisfaction levels with IT.

For more information on VTCU please visit:
www.victeach.com.au



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About PAN Software

PAN Software is a specialist software development, consulting and integration company based in Melbourne, Australia.

We specialise in building innovative custom business systems that are reliable, scalable, secure and human friendly. Our approach is to use our proven methodologies, coupled with our enthusiasm, to provide best-of-breed solutions at a cost-effective price.

Our People

PAN Software consultants come from a range of industries and provide a breadth of knowledge across business strategies, processes and market trends. Coupling industry with technology expertise, PAN Software Consulting offers you business solutions to deliver your unique requirements.