

Sir Robert McAlpine reduces IT Support time by 80% with NetOp



"We needed a remote solution to support our growing workforce. It was very clear that NetOp's technology was ahead of the game. Fixing problems over the phone lead to confusion and inconsistency, but now employees just sit back and watch the problem being fixed in minutes. We've reduced our support time by 80%."

**Sir Robert
McALPINE**



NetOp® Remote Control



NetOp® Instruct

Challenge

- IT department struggling to support growing workforce with wide geographical scope
- Laborious to tackle each separate problem and support all employees individually
- IT team finding it difficult to provide a good quality experience to employees
- Losing a huge amount of working hours due to extremely time consuming issue resolution
- Wanted web-based remote control application with strong reporting capabilities

Solution

- Selected NetOp Remote Control; later selected NetOp Instruct for internal training
- Easily integrated into existing software
- Manage computers and networked devices remotely as well as proactive maintenance of software and hardware inventory
- Administrators set group policies to create varying levels of access, ensuring data integrity
- Easily customized so the company could mould the system to its business processes

Founded in 1869, Sir Robert McAlpine is one of the UK's leading construction companies, operating in the building, civil engineering and related maintenance markets.

Sir Robert McAlpine has an enviable record of achievement in the construction industry, covering a wide range of sectors such as retail, residential and industrial. Major projects of note include; The Millennium Bridge, O2 Arena, Eden Project, Emirates Stadium and more recently, the London 2012 Olympics.

The company's mantra is the belief in the benefits of co-operative working, and always applying the principles of partnering in the course of its work. The main strength of Sir Robert McAlpine is having the capability and expertise to manage a wide range of multi-discipline projects. A culture of co-operation ensures strong and enduring relationships with clients, designers, sub-contractors and suppliers.

Challenge

With such a strong focus on working together, and with 11 regional offices located across the UK, Sir Robert McAlpine was faced with a growing employee base of over 1,000 people. A large percentage of employees work remotely on building sites or on locations widely spread across the UK, making traveling to each individual and providing on-site support even more impractical.

With such a fast-growing workforce, the company's IT department was struggling to support so many IT users. As the IT network became larger, with a wider geographical scope, it became even more important to share IT expertise - without moving people.

For Sir Robert McAlpine, it was becoming laborious to tackle each separate problem and support all employees individually. Not only did the IT team find it difficult to provide a good quality experience to employees, but also found each issue extremely time-consuming, resulting in a huge loss of working hours.

Solution

The company needed to find a remote control product that could be easily integrated into existing software and contained intrinsic security settings. Neil Davey, Special Projects Manager, at Sir Robert McAlpine said; "We were paranoid about restricting our access levels. Our central IT team supports the entire company, with additional field-based teams in each region. Our administrators needed to set group policies to create varying levels of access, ensuring data integrity."

After approaching a numbers of 'leaders' in the Remote Control solutions market, and conducting a competitive pitching process, Sir Robert McAlpine discovered that NetOp's NetOp Remote Control was a comprehensive solution that answered all of its IT needs.

Results

- 80% decrease in IT support time
- Smoother handling of day to day support issues, problems resolved in a fifth of the time
- Providing a better IT experience to its continuously growing workforce
- IT workers log straight onto machines, employee watches problem being fixed in minutes
- Interactive internal training sessions for Head Office with NetOp Instruct

NetOp Remote Control provides a complete package for remote management of computers and networked devices, as well as proactive maintenance of software and hardware inventory. The NetOp Remote Control software was the perfect fit for Sir Robert McAlpine, as it has been designed for remote network management, remote system administration and in helpdesk environments.

Based on an incredibly stable, fast and user-friendly remote control system, the solution provides unrivalled flexibility, supporting all commonly used operating systems and communication protocols. NetOp Remote Control's intuitive interface and variable settings meant that the company could literally mould the system to support its business processes.

Results

The IT team at Sir Robert McAlpine continues to provide very specific reports on IT activity to its Board members, thanks to NetOp's time and date recording facilities. "It was very clear that NetOp's technology was ahead of the game on this front. Our technology has grown up with theirs, and has played an integral part of our internal IT support for over five years," continued Neil Davey.

Implementation of the NetOp Remote Control solution has led to a much smoother handling of day to day support issues, with problems being resolved in a fifth of the time. This means that an average support issue now takes just 12 minutes to resolve, instead of an hour!

Mike Kibblewhite, Managing Director of NetOp, said: "Traditionally, the majority of this time would have been taken up by the employee uploading large files, and the support worker talking the individual through the installation process of a new component or even how fix an entire problem over the phone. This simply wasn't time or cost effective, and often led to confusion and inconsistency. By accessing the individual's PC remotely, the IT support worker can now log straight onto the machine while the employee sits back and watches the problem being fixed in minutes."

As a result of the success of NetOp's Remote Control solution, Sir Robert McAlpine has also implemented NetOp's training solution, NetOp Instruct. This is used for internal sessions held at head office, usually consisting of 15 employees at a time. The NetOp Instruct solution, also based on remote control technology, creates a more interactive training session by sharing any screen with the class, distributing and collecting documents from students, and creating or performing regular tests with immediate individual feedback.

Summary

NetOp has provided an easy to use Remote Control solution for Sir Robert McAlpine, to fully answer its IT needs. The relationship between the two companies has been positive, not only contributing to a time saving of 80 per cent on general IT support tasks, but also providing internal training via NetOp Instruct as well.

Looking forward, with the NetOp Remote Control products rolled out across the entire workforce – both companies intend to continue to grow the relationship and build upon its success.



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