

CASE STUDY

ESP helps Shannon Airport to implement a Managed Service Desk to support all airport IT systems



Shannon Airport wanted a best in class Managed Service Desk solution governed by business driven service levels to act as a single point of contact for all IT&T services across the operation of the airport. Leveraging off the local knowledge, reputation and trust developed with the airport, ESP developed and implemented a highly effective tailored service desk solution to very tight timescales.



Shannon Airport is unique both in its location and its place in the history of world aviation. Of all European Airports it is situated at the most western point, making it the idea/stepping stone between the old world and the new. Chosen for its geographical position as the transatlantic gateway between Europe and America, Shannon was designated as Ireland's Transatlantic Airport at its inception by the Irish Government.

The Situation

Tuesday, January 1st, 2013 was a landmark for Shannon Airport, Ireland's most historic airport, as it officially became an independent entity. The so-called 'Independence Day' for Shannon – the point when they broke away from the Dublin Airport Authority gave them their 'long awaited freedom' to determine their own future.

ESP has been a trusted supplier to Shannon Airport since 2006, initially responsible for the support of the common use infrastructure, extending to the IT&T back office support in 2008.

During the analysis of the IT Separation Project, the requirement for an IT Service Desk was identified and seen as a logical extension to the services already provided by ESP to the airport.

The Solution

From the receipt of the requirements, to the provision of a fully operational Desk, ESP had a mere two months in which staff would be hired and the systems designed, built and implemented.

ESP's solution is a 'daily' Service Desk housed in the Management Suite with other airport staff. It is manned 12 hours per day, Monday to Friday and unlike a traditional desk it is a technical resource that acts as the single point of contact for all activities. For incidents initial triage is carried out and if the issue cannot be resolved over the phone using remote management tools, it is handed out to an engineer on the floor. In addition the Desk coordinates and manages scheduled Service Requests such as IMACS and setting up and maintaining user accounts, client & print services, AV support in meetings rooms, backups, first level server and storage, telephones, applications, data network, third party vendors, airport and retail systems, databases, datacentre power and cooling and all local documentation.





The Technology

"Implementation of the service desk was excellent, and transition of all existing helpdesk number to a new unified number was seamless. The team members are courteous, professional and responsive to user requirements"

Paul O'Shea
IT&T Service Delivery Manager
Shannon Airport

"There's an inherent trust in the engineers that comes from knowing the people on the ground. No other vendor could have provided this comfort. That comfort is borne out of ESP's 'can do' attitude that is so ingrained in our people."

Mark Duffy
Service Delivery Manager
ESP

The Service Desk is hosted on ESP's highly tailored software system, ethos.ng. ESP's unrivalled expertise in the ATI has resulted in a particularly elegant solution. The need to follow ITIL best practice can sometimes be at odds with ESP's philosophy of putting the customer's requirement first. But the structured flexibility of ethos.ng enables an effective management system to be built that meet the best practice objectives for the customer while also providing a consistent and user-friendly interface for Service Desk operatives. The flexibility of the product allowed ESP to meet the extremely tight delivery timeframes, with the added benefit of 'own-brand' customisation so it also looks like the airport's own system.

"The feedback we have been receiving from both the business and end users has been excellent." Comments Mark Duffy, Service Delivery Manager for ESP at Shannon. "The key benefit that ESP has brought to this solution is the local knowledge. There is an inherent trust in the engineers that comes from knowing the people on the ground. No other vendor could have provided this comfort. That comfort is borne out of ESP's 'can do' attitude that is so ingrained in our people."

When asked for a comment on how pleased he was with the speed and quality of the Service Desk implementation, Paul O'Shea, IT&T Service Delivery Manager commented, "Shannon Airport's new service desk works side by side with the Airports' IT department. Implementation of the service desk was excellent, and transition of all existing helpdesk number to a new unified number was seamless. The team members are courteous, professional and responsive to user requirements. They meet, and generally exceed all agreed SLA's. Feedback from the business units is that this new IT service is excellent and appreciated."



About ESP

ESP is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7.

We have added value to our customers for over 20 years by listening to their needs and proactively delivering the service they want.

Experience-led, lean solutions are developed using a combination of desk-side support, our IT Service Desk and specialist repairs and logistics centre, all coordinated by our toolset built on innovative technology and hosted from our highly resilient datacentre.

That is why we are the preeminent ATI support organisation in the UK and the default go-to for many multinational companies on a global scale.

Since we were established in 1992 to offer bespoke managed IT support services, an unparalleled drive to build support solutions that deliver exactly what our customers want has permeated our ethos.

ESP today is a formidable player in the global outsourced IT industry providing desk-side support and smart-hands resource. We boast locations across the UK and Ireland and regional Service Delivery hubs in Hong Kong and Trinidad to give you a point of contact within your working day wherever you are in the world. We support more than 100,000 devices in over 110 countries using a combination of direct employees and our Global Service Network of like-minded partner companies. Our purpose-built headquarters in the UK hosts a specialist infrastructure that forms the epicentre of our global business by coordinating the complexities of delivering global service so our clients experience a consistent touch-point, uniform levels of service and blended pricing irrespective of location.

Running 24x7, our IT Service Desk is the primary point of contact for all clients and runs a toolset inspired by our customer-centred philosophy, underpinned by innovative technology. End-to-end spares resourcing managed side-by-side with the Service Desk and our own highly skilled repair centre completes the cycle.

As we look to the dynamic changing face of IT services into the future, the "can-do" culture at ESP nurtures the development of other services to support our clients, freeing us from the normal constraints of a service company and allowing us to grow with our customers in a mutually beneficial partnership.

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