

Wick Hill Group - an international organisation

Wick Hill Ltd is part of the international Wick Hill Group, based in Woking, Surrey with sister offices in Hamburg. Users of products sourced through Wick Hill include most of the Times Top 1000 companies in addition to many non-commercial organisations, government departments and SMEs across all business sectors. Through its channel partners, the company has delivered IT solutions to more than a million users world-wide.

Established in 1976, Wick Hill is a value added distributor specialising in secure infrastructure solutions. The company's portfolio covers security, performance, access, services and management. Through associations with a number of international partners, Wick Hill sources and delivers best-of-breed, easy-to-use solutions backed up by customer support, implementation, training and technical services.

A very strong level of commitment to customer service and technical support has been a fundamental part of company policy for over 30 years. Wick Hill works closely with the manufacturers of the solutions it provides, so it can offer a high degree of technical expertise to its channel partners.

The Problem

Indisputable success and their commitment to customer service meant that it was very difficult to balance the need for control of warranty and service calls and the associated costs, while ensuring that Customers needs were fulfilled.

Wick Hill required a help-desk facility to record all incoming and internal calls to a team of on site first line support engineers. The facility needed to integrate with the ERP system to hold and make available a product support register. This needed to provide details of the supportable products held by the end user (even if not supplied by Wick Hill) and which reseller or third party provided the products to the end user , down to individual item serial number level. In addition the helpdesk facility, again from the ERP system via the product support register, made available and verified the support contracts and level of support entered into for the end user / reseller for the supported items.

Wick Hill had used Maginus software as the ERP system for some time but there was no service or warranty facility available to them and the management team believed that they would have to invest heavily to find a solution.

The Solution

A meeting was set up for Gary Martin (IT Director of Wick Hill) with Paul Heyes (Product Designer of Maginus) to explore the Project feasibility and timescales.

Gary was pleased that Paul very quickly grasped the requirements and was able to demonstrate that the solution he could provide would be feasible. The HelpDesk solution Paul designed and orchestrated was delivered in the timescales required and had greater functionality than expected... and was at a greatly reduced budget.

The HelpDesk solution has run now for over 12 months and the user friendly structure and all encompassing design has meant that there have been minimal changes from concept to live running. This has kept all costs and impact to a minimum, and users have benefited from its support from day one.

www.wickhill.com

Contact: gary.martin@wickhill.com