

Press Release: Webcom implements Marval's IT Service Management Solution, improving efficiency and customer service

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The Webcom Group, an Information Communication Technology (ICT) organisation that delivers end-to-end products and solutions has recently implemented Marval Software Limited's latest Web-based integrated IT Service Management solution, MSM v11.5. The solution will enable Webcom to increase their service desk efficiencies and adhere to the industry best practice of ITIL V3 (Information Technology Infrastructure Library).

MSM v11.5 is a fully integrated, 100% Web-based service management solution enabling Webcom to improve the quality of its service and increase customer satisfaction from a centrally-hosted system.

“Using MSM v11.5 ensures that Webcom is able to deliver a reliable ICT and service infrastructure, increasing productivity and adaptability in its service provision. MSM has been implemented by organisations across many diverse sectors worldwide and is used for both internal and external support, and by providers of outsourced and managed services,” says Edward Carbutt, Executive Director of Marval South Africa.

“Previously we were using an ad hoc system that simply was not meeting our requirements,” says Dawie Bloomberg, Business Services Director at Webcom “Our previous system did not support our Service Level Agreements (SLAs) sufficiently as there were inherent weaknesses. In addition, reporting was not accurate. Webcom also has multiple customers with multiple requirements and the system only allowed for one set of defaults, and was not flexible enough to meet our needs or the needs of our customers.”

“Our old solution was not aligned with Webcom's approach of best practice. The Marval solution helps us to strategically meet our goal of providing service excellence for our customers, and as the product is completely Web-based, our customers do not need to install software at their sites. The solution is fully scalable, catering for any sized business from Small Medium Enterprises (SMEs) to large, global corporations,” says Glen Miller, CEO at

The Webcom Group, “The new system also allows our technicians to better understand the impact of a customer’s ICT problem on their business, giving the technicians greater insight and a greater sense of ownership.”

Webcom customers are already seeing the benefits of the introduction of MSM including improved customer communication, confidence and satisfaction. Designed by the co-authors of ITIL and ISO/IEC 20000, MSM encompasses full support for these standards and best practice frameworks. Extensive, accurate, up-to-the-minute management information provides a basis on which service improvement plans can be formulated and implemented. This ensures Webcom customers will continue to receive the best possible, high quality service that is reliable and with fast response times.

“The implementation was speedy and the system has now been running successfully since the beginning of June 2009,” Miller concludes. “The solution has so far performed every necessary task and has met all of our expectations.”

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