ManageEngine revs up IT operations at Laois County Council

Laois County Council needed a reliable ITSM solution that could simplify daily operations and enhance the productivity of its service desk.

This case study explains the challenges the Council faced, the reasons why it chose ManageEngine, and the benefits gained by implementing ManageEngine solutions. Scroll down to find out what our customer has to say!

Product in focus

ManageEngine
ServiceDesk Plus

Know more

Headquarters
Laois, Ireland

Industry
Government

Type of business
G2C

Employees
201-500
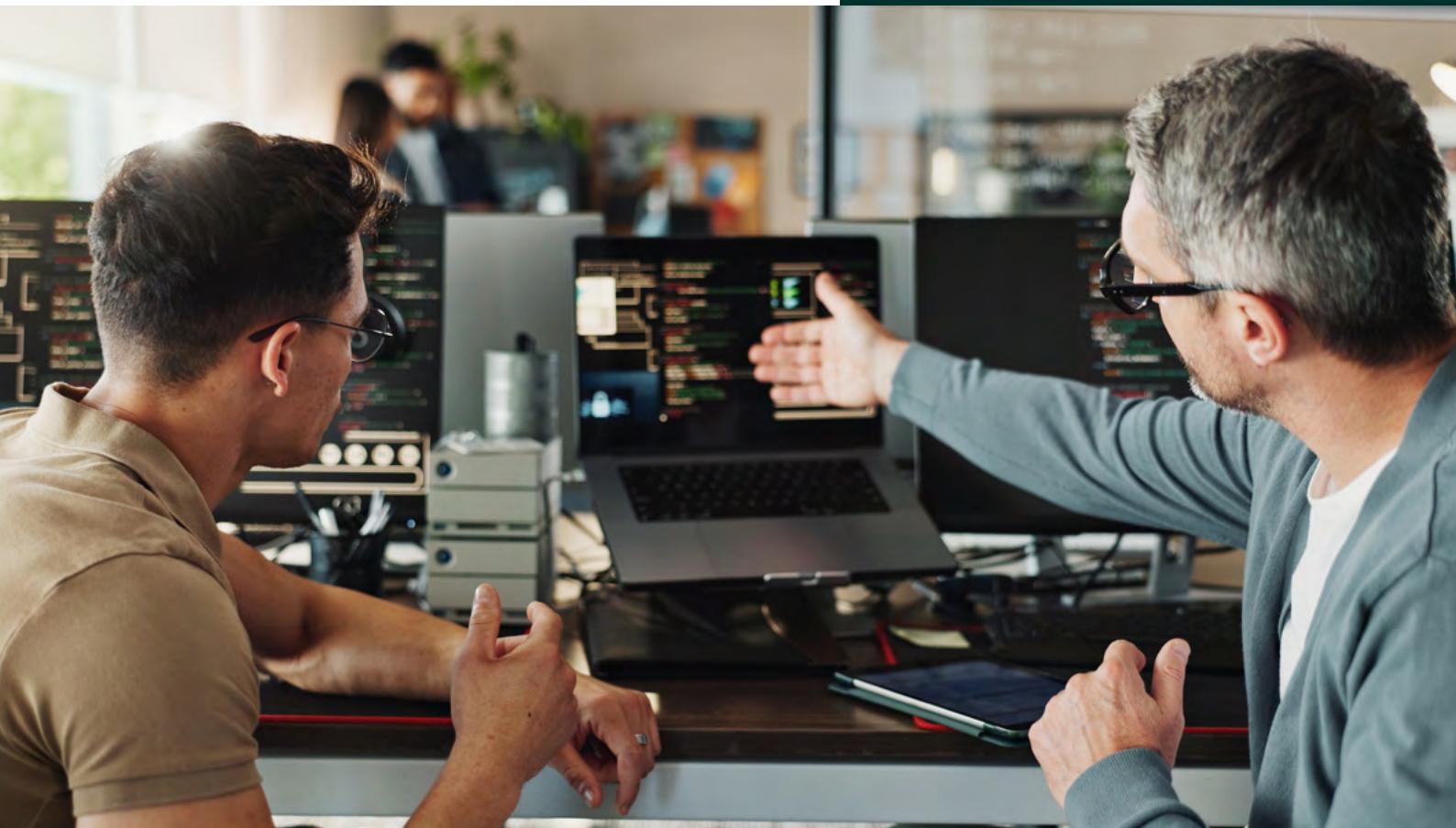
Benefits at a glance

Automated ticket routing and approval

Consistent and efficient service delivery

Centralised management of issues and service requests

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"Whether for routine support or more complex service operations, ServiceDesk Plus has allowed teams the ability to manage call workload and keep on top of queries, whether internal or external."

Claire McIntyre
Information systems project leader, Laois County Council

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Company profile

Laois County Council is the administrative body responsible for the social, economic, and cultural development of County Laois, Ireland. It oversees urban planning, road construction, transportation, housing, and other amenities within the county.

The Council's mission is to deliver quality and efficient services to the community. It needed a robust system that could modernise its IT setup and ease the workload of its IT admins.

Business challenges

Employing a mix of on-site and remote staff, the Council needed an ITSM solution that could meet the needs of its dispersed workforce. It also required a service desk tool that could support various departments across the agency—including HR, finance, and facilities—all while staying compliant with legislation such as the GDPR.

To reduce the number of service request emails and phone calls to the service desk, it sought a solution that could provide ticket visibility at one central location, reduce repetitive tasks, and minimise the need for manual responses to user tickets.

One solution for every function

The Council began its assessment of ManageEngine ServiceDesk Plus. After careful evaluation of the product's capabilities, the team decided to onboard the solution into its infrastructure. Initially using it just to address IT tickets, the Council later expanded its ServiceDesk Plus deployment to other departments to support dedicated instances such as HR and finance.

With the deployment, the staff experienced a substantial improvement in service delivery and internal operations, streamlined workflows, and enhanced transparency. This significantly reduced the number of incoming tickets and removed the burden off the team's shoulders.
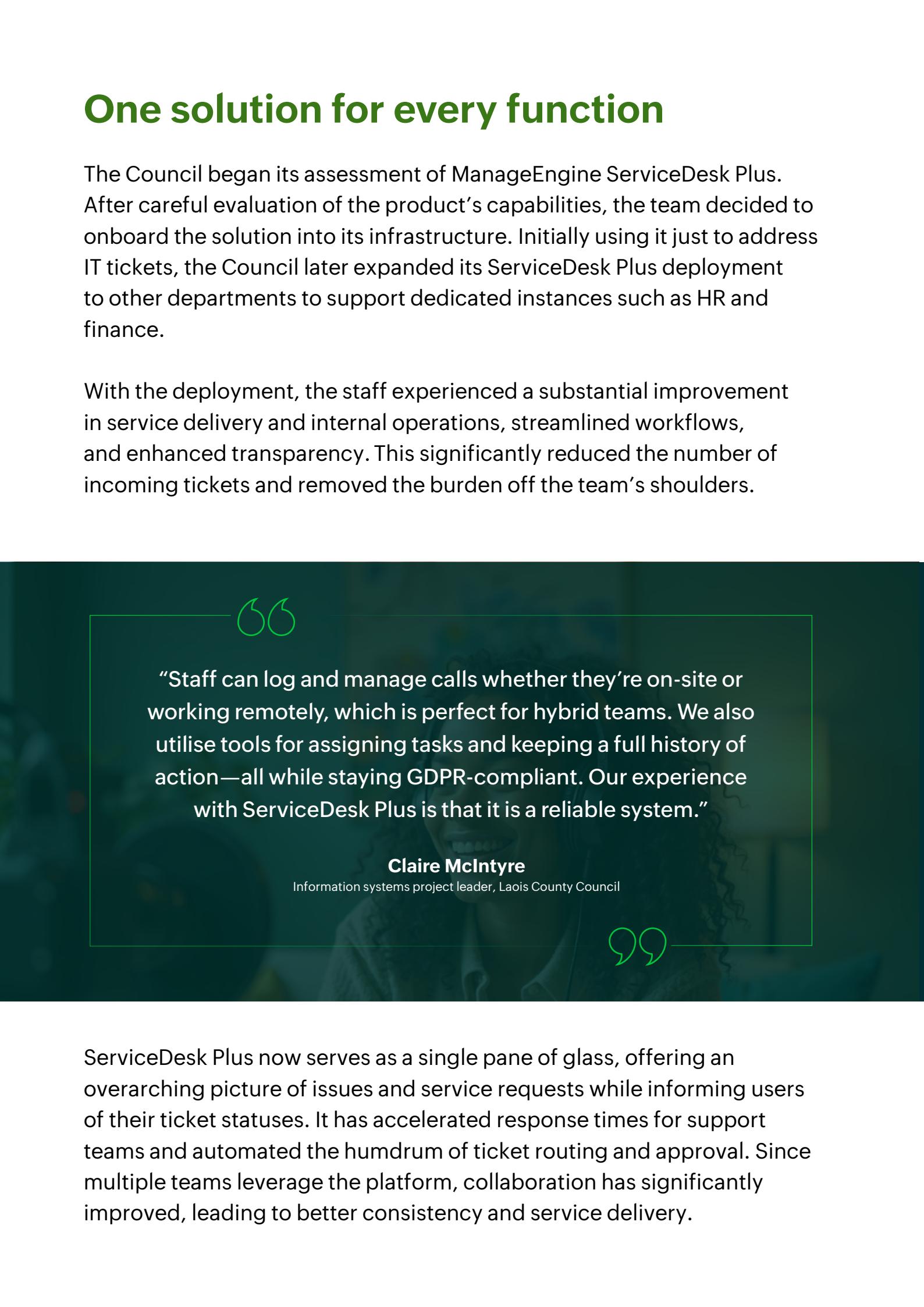
> "Staff can log and manage calls whether they're on-site or working remotely, which is perfect for hybrid teams. We also utilise tools for assigning tasks and keeping a full history of action—all while staying GDPR-compliant. Our experience with ServiceDesk Plus is that it is a reliable system."

Claire McIntyre
Information systems project leader, Laois County Council

ServiceDesk Plus now serves as a single pane of glass, offering an overarching picture of issues and service requests while informing users of their ticket statuses. It has accelerated response times for support teams and automated the humdrum of ticket routing and approval. Since multiple teams leverage the platform, collaboration has significantly improved, leading to better consistency and service delivery.

About ManageEngine

ManageEngine is a division of Zoho Corporation, and a leading provider of IT management solutions for organizations across the world. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere—better, safer, and faster.

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