

West Yorkshire Combined Authority revolutionises service delivery and access management with ManageEngine



As a local government entity, the West Yorkshire Combined Authority grappled with IT challenges that hampered its abilities to meet the needs of West Yorkshire. To iron out these issues and work towards the betterment of the community, the Combined Authority turned to ManageEngine. Read further to learn about its transformative journey!

Products in focus

ManageEngine ADManager Plus

[Know more](#)

ManageEngine ServiceDesk Plus

[Know more](#)



Industry type:

Government

Employees:

501-1,000

Type of business:

G2C

Headquarters:

Leeds, West Yorkshire,
England



Benefits at a glance



Swiftly identifies
the **root cause** of
IT incidents



Offers **exceptional**
employee experience



Empowers users
with a **self-service**
portal

"The one thing that we really liked about ManageEngine is they've always been ahead of us when it comes to service management. When we've wanted something, we've had a quick look around the product, and it's already in there. I don't think they could do anything better."

Donna Milner

Internal lead, ITSM and ICT service desk manager, West Yorkshire Combined Authority



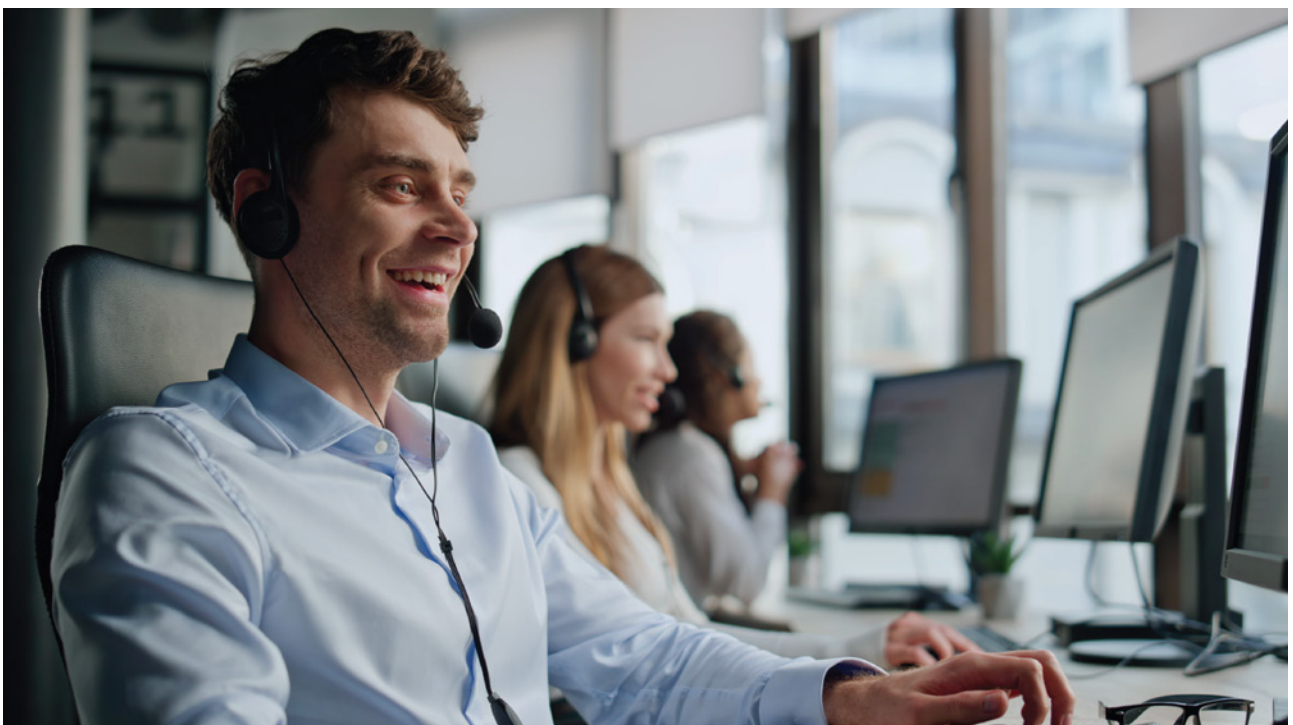
Company profile

The West Yorkshire Combined Authority is a government organisation that drives economic growth in the region and underpins transportation projects like developing bus and rail systems and cycle paths. The Combined Authority works closely alongside the Mayor of West Yorkshire to craft policies and programmes that improve the lives of residents in the area. To serve the local community and adapt to the rapidly evolving digital landscape, the Combined Authority relies on IT to carry out its many tasks.

Business challenges

With a workforce of over 800, the Combined Authority struggled to manage IT tickets efficiently due to the absence of a robust ticket management system. Instead, the service desk relied heavily on spreadsheets to log and track tickets, which made the process cumbersome and convoluted. The lack of modern tools and automation systems severely impacted response times and created IT operational bottlenecks in monitoring and resolving requests.


To address these challenges and streamline operations, the Combined Authority sought a service management tool to simplify its processes and alleviate the burden on employees.



Streamlined IT processes, enhanced experiences

Everything, from creating and managing tickets to logging incidents, seemed complex and demanding until the firm onboarded ManageEngine ServiceDesk Plus, a unified service management tool. The tool came bundled with a plethora of practical features, such as problem management, change management, and asset management, which helped streamline the Combined Authority's IT operations.

The tool's problem management module allowed technicians to dig to the root cause of incidents and fix issues faster, even before users encountered them. The change management module created a significant difference in the number of major incidents that were raised and also enabled quick and efficient tracking of IT changes.



"Our employee experience has been quite a consistent one, which is great because they [employees] know where to go. What we found over the years of using it [ServiceDesk Plus] is that they don't ring up individuals anymore; they go to the tool, and they use it. It now displays SLA information, so they know that they're getting instant responses."

Donna Milner

Internal lead, ITSM and ICT service desk manager, West Yorkshire Combined Authority

Donna Milner, the service desk manager at the Combined Authority, highlighted the convenience the tool offers. During her initial research, she discovered the top IT service management (ITSM) options offered by other big vendors had to be purchased at an additional cost. In contrast, ServiceDesk Plus has all the required modules in one place, meaning the Combined Authority didn't have to spend more every time the service desk needed to add another process.

Bidding farewell to password fatigue

With data being the new oil, the organisation's IT team was sceptical about providing employees with special access to highly sensitive resources, as a careless action such as data mishandling could entirely disrupt and halt operations. To solve this issue, the team implemented ManageEngine ADManager Plus, an identity governance and administration solution.

This tool empowered the team to customise access levels, enabling a proactive approach to hedge against data loss. Moreover, the solution's self-service portal greatly benefitted the organisation by allowing users to modify specific account attributes. This feature also significantly reduced the calls to the internal help desk, empowering employees to undertake simple account changes independently.

Milner commended the tool's intuitive interface and is delighted by ManageEngine's platform. She's currently evaluating three other ManageEngine products, including AD360, Endpoint Central, and OpManager, to further improve the Combined Authority's asset management and monitoring capabilities.



About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints, and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

For more information,

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