

**CORRS
CHAMBERS
WESTGARTH**
lawyers

Corrs Lays Down The Law With Best Practice By assyst

Large National Law Firm Select assyst by Axios Systems to streamline IT Service Management Processes

Corrs Chambers Westgarth

www.corrs.com.au

Country: **Australia**

Industry: **Professional Services - Law**

Key Statistics

- Leading Australian Law firm
- Supporting over 1000 end users across 4 geographically dispersed sites
- Utilizing over 500 mobile devices
- Awarded several prestigious key industry accolades

Key Challenge

- To gain further visibility and functionality in national operations
- To measure, report and benchmark user services to continually improve user satisfaction
- To centralize support services into one integrated solution.
- To standardize on common repeatable processes across the organization

Key Strategy

- Promote a national IT strategy, ratifying separate local IT support structures
- Raise ITIL awareness throughout the support teams
- Implement ITIL processes supported by a national ITIL Co-ordination role

Key Benefits / Results

- Increased self-service logging by 30%
- Enhanced operational support processes
- Streamlined workflow to assist functional areas
- Greatly improved visibility of IT operations
- Aligned IT goals with business directives

Corrs Chambers Westgarth is one of Australia's leading law firms. With a reputation for being innovative, Corrs acts for many of Australia's leading companies, and is regularly involved in projects and transactions of national and international significance. The firm's clients include 60 of the top 100 ASX listed companies, and four of the top 10 Fortune 500. Corrs has four, fully integrated offices in Sydney, Melbourne, Brisbane and Perth and has a strong focus on the Asia Pacific Region.

Corrs has received nine employer of choice awards, and in 2011 the firm was awarded the Australasian Legal Business Gold Employer of Choice – as voted by their staff in an independent national survey.

The Background:

Prior to 2008, Corrs' IT Support structure was state-based with IT Teams reporting to their respective Technology Manager. A centralized helpdesk was responsible for capturing staff requests and reporting these to each state IT Team. This structure created uneven workflows across the teams and variances in the processes within each state, resulting in multiple different methods of resolving one type of query.

The firm identified there was a need to centralize IT operations to improve the utilization of resources and increase reporting visibility, which at the time was a significant problem.

Incidents were logged using a Lotus Notes solution however there was no Service Level Management capability within the system. It was extremely difficult to report on even the most fundamental statistics, such as the average time to resolve "Severity 1" Incidents. Without key statistics, such as "first time fix rates" it was impossible to drive process improvements to better serve customers.

The Lotus Notes solution also held the Knowledge Database including "How-To" guides. While this was effective enough to allow

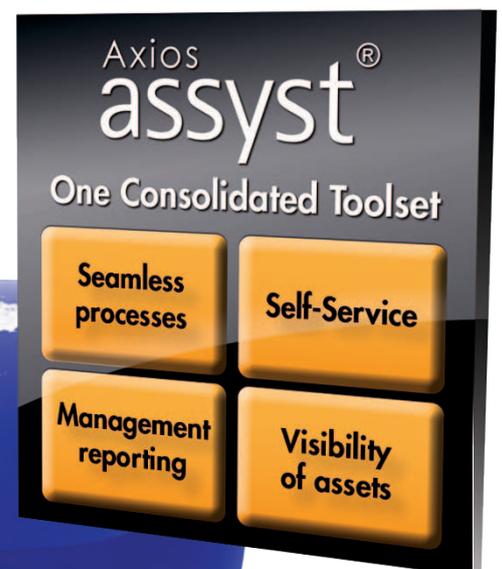
the most basic of searches, overall the system was inadequate for an organization seeking to streamline processes and follow Best Practice guidelines.

The Strategy:

The firm decided to evolve Corrs' technology system and the vision was to have a leading edge ITIL-based Service Delivery team comprising a single, consolidated Helpdesk, with a software solution in place. The benefits would be visibility of assets, self-service for staff, reporting for management and seamless processes following ITIL guidelines and Best Practice. This led to the creation of the Service Delivery strategy.

"In conjunction with state-based service delivery management, the management team chose to implement role-based systems, not state-based" says Shona Mascarenhas, Corrs IT National Service Delivery Manager. Centralizing the Helpdesk was

It was vital to the Corrs project that the selected ITSM tool offered seamless process management following ITIL guidelines.



a key element of the strategy. To be successful, it required a software solution capable of streamlining processes, storing knowledge and increasing self-logging to reduce calls to the Helpdesk. Corrs went to market in 2009 and from a final shortlist of two solutions, selected **assyst**, by Axios Systems. **assyst** was chosen because it gave Corrs the option of selecting the processes required initially, and the option of 'switching on' other processes within the one, fully-integrated, solution.

The Benefits:

Corrs' IT Team have used **assyst** to transform the firm's national IT operations. *"assyst has improved the visibility of our IT processes which has been a real benefit,"* says Shona. *"The solution also has potential to be used outside of IT, which we would like to explore in the future. This really brought assyst to the fore in our minds".*

The first phase of the **assyst** project included implementing Service Desk Management, Incident Management and Problem Management.

The second phase saw the delivery of national Change and Configuration Management processes. During this phase the firm upgraded to the next major version of **assyst**. This added the functionality of the new user interface, online F.A.Q.'s and customer satisfaction surveys.

"We have seen a substantial increase in self-logging. The number of calls to the service desk has visibly reduced, allowing staff to focus on improving service to our internal customers," says Shona. The first point resolution rate has also increased by 20% over the past 3 years.

Corrs is currently implementing Phase three of the IT transformation which is to implement the **assyst** Service Catalog. It means users can log their Service Requests and access the 'Self-Help' element. There was also an upgrade to the latest version of **assyst**, including the new Interface for process development and the new flexible reporting wizard.

The Future:

The **assyst** solution is proving extremely valuable and Corrs is constantly looking at ways to utilize the solution for the delivery of services and support throughout the organization.

The IT Management team are continuing to focus on the drive for Continual Service Improvement (CSI) as part of the overall commitment to align the firm's IT with IT Service Management Best Practice.

Finally, with a dedicated push, the disparate sources of Knowledge will be consolidated into the **assyst** solution. These will be displayed through the FAQ's in the self-service portal for end users, and through the **assystWeb** knowledge base, for internal technical users.

There is currently a new event monitoring software solution being implemented which will integrate into **assyst**, providing real-time updates on key services and greater operational awareness.

Shona says of the technology *"There has been a complete refresh of our IT systems and it is now a vastly different landscape to what we had 2-3 years ago. We now understand assyst's capabilities and are seeking to realize its potential. We will incorporate our other internal solutions once they have been refined and benchmarked against the assyst solution."*



Axios in Legal

Axios has been providing ITSM solutions to the Legal industry for more than 23 years. **assyst** is a fully integrated, out-of-the-box solution, available in on premise and SaaS models, which helps organizations optimize IT infrastructure efficiency, reduce overheads and lower the total cost of IT ownership. Our main focus on helping companies deliver top line value has been particularly well demonstrated in the Legal sector with customers including Norton Rose, Corrs Chambers Westgarth and others.