

Royal and Sun Alliance



Background

Royal and Sun Alliance are one of the world's largest multinational insurance groups with operations in some 50 countries and the ability to transact business in over 130. Through this international distribution network, they deliver financial solutions to over 20 million clients around the world. Their commitment to thinking globally and acting locally is reflected in their associations with the International Federation of the Red Cross and The Eco-Centre.

Challenge

FSI's work with Royal & Sun Alliance is a prime example of how various Helpdesk services are now being integrated into a "one stop shop" solution for major companies. This is seen as the way forward in Helpdesk technology. In 1999 Royal & Sun Alliance, one of the world's leading international insurance companies, saw a need to consolidate its existing facilities management systems into a single system that could meet the needs of all their sites throughout the UK. Having already established a working relationship with FSI (FM Solutions) Limited (FSI) through FSI's Concept™ 300 system, it decided to replace all existing systems with FSI's facilities management software suite, Concept™ SQL.

Solution

As a result, Concept™ SQL was launched in August of that year as its national service desk, managing all facilities-related queries and building management problems. The

Royal & Sun Alliance service desk supports 125 buildings via a single telephone number covering the UK. Approximately 6000 tasks a month are being logged by the 15 helpdesk staff. Along with general building facilities requests, catering and room booking requests are also taken.

In addition to the service desk, Concept™ SQL is being used to manage the Royal & Sun Alliance property portfolio for frequency-based maintenance, which uses a mixture of inhouse teams, subcontracted labour and engineering partnerships.

In 1999 Royal & Sun Alliance launched their UKFM intranet site. This provided the staff of Royal & Sun Alliance with a portal into the services the Facilities Team offers, in addition to giving them access to project information and the associated service level agreements. The success of the initial intranet site led Tony Girvan, the UK FM Property Services Manager, to forge ahead with phase two of the project, which aimed to make the site more interactive and to provide better business benefits. Royal & Sun Alliance wanted staff to be able to book rooms and log service desk calls over their intranet.

Vicki Price, Royal & Sun Alliance's Property Services Coordinator who works alongside Tony Girvan reflects: "The key reasons for phase two of the project was to provide support for staff outside of the core business hours and to reduce the number of abandoned calls and the average wait time on the service desks."

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