





Case study: Achieving SDI's 2* Service Desk Certification



About

-  Kingfisher IT Services delivers IT solutions and IT support in six countries in three time zones.
-  In the UK and Ireland, the KITS service desk supports DIY retailers B&Q and Screwfix as well as the Kingfisher corporate centre in London.
-  Located near Southampton, the team of 35 agents supports over 40,000 users with IT and telephony issues. The hours of operation are 7 days a week 364 days a year covering 0630 – 2100.
-  The KITS service desk logs over 27,000 incidents and requests every month.

"To be the first retailer to have a certified service desk is a great achievement and we want to build further on the progress we have made. We are determined to achieve a higher standard in the future."

Kevin Rowe
Service Desk Manager
Kingfisher IT Services (UK) Ltd

Challenge

Demonstrating the value of the service desk to the Kingfisher group

Kingfisher wanted to demonstrate the value of the service desk to the Kingfisher group and the operating companies within it.

Kingfisher measures KPIs and before the SDC journey their performance measures had not been met for quite some time.

One of the key reasons for KITS considering the SDI Service Desk Certification (SDC) programme was the hope that it would provide them with a baseline of measurements against industry standards.

They chose to follow the certification route to help the service desk deliver a continual service improvement programme whilst striving to achieve certification.

"Over 80% of the Kingfisher service desk now has an SDI qualification."

Solution

Undertaking Service Desk Certification and making SDI training available to all staff

Working towards the SDC programme, and making sure that each of the requirements for the concepts were met, highlighted a number of issues for Kingfisher.

In particular the SDC journey highlighted the tools the team were missing to make their customer journey more efficient and effective.

Although time was short, KITS prepared for the assessment by using the white papers and resources on the SDI website. By working together towards common goals, the Kingfisher team were able to make improvements in the run up to the audit and 2 star certification was awarded at the first attempt.

"Every member of the KITS team had the opportunity to attend SDI courses as part of the SDC journey to help them benefit from understanding the best practice standards."

Result

Implementation of a route map for continual improvement

-  Participating in the SDC programme has enabled Kingfisher to recover from a period of instability and underachievement to now being able to deliver the services expected by the group.
-  Staff morale has improved, the team now works together and everyone is clear on the expectations and objectives set out.
-  Everyone within KITS wants to improve further and SDC has given the team more of an incentive to continually improve themselves and the service they offer.

"The SDC programme has given us clear direction and improved ways of working. It has improved our processes, tools and people."