Self-Service Knowledge Base removes the need for expensive night shifts to provide IT support

Devon and Cornwall Constabulary were able to remove the expensive Service Desk overnight shift by introducing a knowledge enabled self-service solution for tier 1 IT Support issues.

Reducing costs and improving services

Police forces are being faced with hard challenges to save significant funds from their operational budgets and this can mean front line support services are at risk.

In Devon & Cornwall Constabulary the goal was to reduce the operational budget by introducing a Knowledge Management solution to enable tier 1 IT Support problems to be resolved by users themselves, as opposed to calling the IT Service Desk.

The primary objective was to eliminate the cost of resourcing the expensive IT Service Desk overnight shift (10pm to 6am) by allowing users to self-serve without negatively impacting upon the quality of service.

The Devon and Cornwall Constabulary IT Support service is provided by Capita and the introduction of the Knowledge Management solution delivered cost savings to Capita which were shared with Devon and Cornwall Constabulary to enable a win-win situation all round.

With Capita managing the service desk, they were able to maximise their impact by adding value to the account by bringing innovation, enhanced customer service experiences and lowering the cost base to deliver operational savings.

Information everywhere

Devon and Cornwall Constabulary have over 1,000 documents within their repository and needed a robust and future proof Knowledge Management system that could be integrated with their IT Service Desk.

They wanted a system that could find relevant information held securely in their Microsoft SharePoint system along with data held in various other repositories.

It had to be fast to deploy and could deliver the business benefits quickly. Vitally, it needed to be easy to use for the end user and also in keeping with the lower operational cost model.

The system also had to be easy to administer and maintain.

"**productivity increased** by **12%** in 1st line support with proportional **reductions** in **escalations**"

Benefits realised

The largest benefit was realised by moving their internal customers to a self-service solution, eliminating the night shift. This was achieved with only a very small uplift in calls on the following 6am shift.

Since the force was satisfied with their current first contact fix percentage, this was not a driver for change, however they also found that their first contact fix increased on top of their existing excellent record. Overall productivity increased by 12% in 1st line support with proportional reductions in escalation to 2nd and 3rd line support enabling additional savings.

Other benefits included new starters on the service desk being effective in 6 weeks compared to 3 months. These drastically reduced training times and increases in productivity were achieved whilst also providing a better customer service experience for the end user.

Importantly, the installation and delivery of the knowledge management system by Knowledge Powered Solutions (KPS) was implemented on time and to budget.

Reduction in back office activity - managing the information estate more effectively

Auditing the documentation across the information estate needs to be undertaken every year in line with Statutory controls.

This is a big task for the team, this means each document needs to be reviewed and audited.

Now with the help of the KPS system's reporting tool the team can focus their revisions and efforts on documents that are actually used and are deemed by the users to contain useful and relevant knowledge, rather than just being information.

This therefore eliminates a lot of unnecessary back office activity and provides additional cost savings.

The Constabulary now have the additional ability to identify knowledge gaps and redundant documents across the Service Desk information estate.

They are able to respond accordingly and plug these gaps and in doing so capture and build on the organisations tacit knowledge.

The ability to find information to help at the point of need is extremely important to undertake daily tasks 24 x 7 without compromising operational effectiveness.

KPS Knowledge Management Software