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# SUPPORTCENTER MANAGES SUPPORT CASES FOR MULTIPLE AGENCIES AT **VINNOVA**

**SupportCenter allows VINNOVA to manage support and help desk cases for several government agencies.**

**“Give each agency its own support portal enables high-quality follow-ups and saves a lot of time,” explains Ulf Trulsson, Head of the IS/IT Department at VINNOVA’s Administration Division.**



Ulf Trulsson, VINNOVA.



**Facts about VINNOVA**

- Government authority under the Swedish Ministry for Industry, Employment and Communications
- Offices in Stockholm and Brussels
- Works to strengthen Sweden’s innovativeness
- Three main focus areas: strategically important knowledge areas, innovativeness of specific target groups and cross-border cooperation
- Every year invests more than SEK 2 billion in various initiatives
- Over 200 employees

VINNOVA is Sweden’s innovation agency. The agency promotes sustainable growth by fostering conditions conducive to innovation and by financing needs-based research. Each year, VINNOVA invests more than two billion kronor in various initiatives. The agency also employs more than 200 staff and has offices in Stockholm and Brussels. In addition to its own IT department, VINNOVA’s IT department also manages IT matters for four other government agencies: the Swedish Council for Health, Working Life and Welfare (Forte), the Swedish Research Council for Environment, Agricultural Sciences and Spatial Planning (Formas), the Swedish Foundation for Strategic Research, and the Swedish National Space Board.

**Able to Reply by E-mail**

Before switching to SupportCenter, VINNOVA used support software they had developed in-house. The agency outgrew this solution once it began

providing support to other agencies. “Our previous system was rudimentary and it needed to meet the need for additional features, like the ability to reply to support inquiries via e-mail. We knew that there were many different solutions on the market already and we didn’t feel we had to develop our own system to meet this need,” says Trulsson.

**Measure and Follow-up All “Customers”**

With the introduction of SupportCenter, each agency has been set up as its own business unit. “By choosing this set-up, we can measure and follow up each “customer” individually. Being able to produce reports is important. We also need a uniform support set-up with a common system for all agencies and a common help desk where we can receive fault reports about everything from maintenance to IT,” Trulsson adds. >>



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## SUCCESS STORY

>> Through a framework agreement arranged through the government agency Kammarkollegiet, VINNOVA found the Norwegian IT firm Crayon Group, which agreed to allow UDK to act as an integrator. "UDK took over the discussions with VINNOVA and proposed various solutions. They are knowledgeable and incorporate experience from other solutions they have worked with to give us a solution that we're very happy with. UDK is highly customer-oriented and our dealings with them have been very smooth." Ultimately, VINNOVA chose SupportCenter as its solution. SupportCenter is a product from ManageEngine that provides support for handling support and help desk inquiries from different customers. Those who register cases can themselves follow-up on them and can track their progress within their specific support portal. The tool is especially powerful when all cases are handled by one entity, as in VINNOVA's case. "SupportCenter's report function is very good, not least of all the function that produces Quick Reports, which means that you don't need to enter the system to be able to view your cases.

### The Correct Role at Sign-in

VINNOVA also uses UDK's Single

Sign-in for all employees, each of whom are assigned the correct role through Active Directory as soon as they sign-in to SupportCenter. "Something that has worked really well is the introduction of a suggestion box, which is also very easy to include. Adding it was both simple and hassle-free. We have gone from having an almost manual management solution to being able to register and follow-up on all suggestions for improvements submitted by VINNOVA's staff."

### Simplifies Work and Improves Security

VINNOVA has also benefited from SupportCenter's standard features, which allows staff to e-mail case numbers assigned to each case. "This really simplifies things for us and means that we don't miss sending the solution before the case is closed. Previously, we might have resolved the issue but forgotten to create a receipt and e-mail the person who registered the case. Now we manage correspondence directly in SupportCenter, rather than through our e-mail client. What's more, we can now also archive all our documentation by case," explains Annika Flank-Ivarsson, System Manager for SupportCenter.

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Ulf Trulsson

IT-chef förvaltningsavdelningen på VINNOVA

## SupportCenter Plus

SupportCenter is a ready-to-use solution for managing support and help desk inquiries sent to one provider from several different customers. Via a support portal that is unique to each customer, customers can generate cases and follow-up and manage them.

**Single Sign-in and Quick Reports** are special plug-ins produced by UDK to further increase SupportCenter's functionality.

When VINNOVA employees generate cases, they now do so directly within SupportCenter, where all cases are categorized. External cases are usually received by e-mail without being categorized, and VINNOVA then categorizes these manually. "If we categorize them ourselves, we're more certain that they've been categorized correctly."

### Easy Case Follow-up

One important feature of SupportCenter is its ability to let users measure and follow-up all cases. "The challenge for us is to make sure we enter all cases in SupportCenter. We receive information face-to-face, over the phone, and by e-mail. When we receive information 'over the counter', there's always a risk that it won't be registered. By entering all cases into the system, we achieve the most efficient and effective service."

### Future-proof, Open Solution

The plan for the future is to integrate SupportCenter with Exchange Server so that VINNOVA can retire all other first-line support and only use SupportCenter. Moreover, this solution is so open that it can be adapted to suit existing needs. "SupportCenter is a very good solution if you run a help desk and provide support to several different customers, in our case, government agencies," Trulsson concludes. ♦

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Innovative capacity in the public sector is one of VINNOVA's strategic focuses.



UDK was founded in 1987 and is a successful and creative knowledge company that is continually evolving and developing. We work with system development, business systems, security, technology, and training. Our customers are found in every industry and in the public sector. We have offices in Umeå, Luleå, and Gothenburg, Sweden. Vi finns i Umeå, Luleå och Göteborg.