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Set3 Solutions Testimonial for B&M Stores

B&M Stores: “What we have managed to achieve with ServiceDesk Plus, thanks to Nigel, in just a few months is amazing. It has phenomenal powers and capabilities, as does he.”

As one of the largest variety retailers in the UK, it's essential that B&M's IT networking systems are efficient, effective and economical.

As a result, B&M installed ManageEngine ServiceDesk Plus to help coordinate over 650 UK stores.

Here, B&M's IT Service Desk Manager, Stephen Redford, shares his experiences of using Set3 Solutions to maximise their ServiceDesk Plus usage and explains how Set3 Solutions' Technical Director leads the way in commissioning, installing, configuring and tailoring the suite for an individual business's needs.

“Having recently joined B&M Stores, I was keen to fully explore the potential of ServiceDesk Plus; knowing it's capabilities could help enhance my IT team's performance as well as assisting our Senior Management team.”

“I met with Nigel Arnold, Set3's Technical Director, and was instantly impressed by his knowledge and professionalism. Personable and approachable, Nigel constantly goes over and above to assist you. Whatever question or query I had, large or small – given I was unaware of ServiceDesk Plus before joining B&M Stores – nothing was too much trouble. He's an absolute asset to the Set3 team and to us here at B&M too.”

“Some of our sessions were remote, others Nigel came into the Office. We had some very productive whiteboard sessions, tailoring the configuration to our specific business needs. Nigel had the ability to scope out and configure ServiceDesk Plus into a system we wanted and needed through methodical and thoughtful questioning of our team. He was also able to advise us on areas to consider, almost a ‘food for thought’ process that we could then go away and deliberate, taking into account our additional business requirements.”

“My team have been delighted with the enhancements within ServiceDesk Plus that we can now take advantage of. For example, one of our biggest issues was when a ticket would be reopened, implying that a new, additional problem had arisen, when in actual fact it was a simply courtesy “thank you” from a colleague. It would sometimes see one member of the IT team charged with many serious tickets and others caught up in idle ‘chit chat’ which

wasn't fair or productive. Not anymore, we can have a running narrative with our colleagues without tickets reopening. This in itself has reduced our ticket count by 5%, making a huge difference to this small team; making all our lives easier due to intelligent analytics."

"Another example of how Nigel's in-depth knowledge of ServiceDesk Plus has helped our business is our weekly business reports. Previously, these have taken several hours to collate, extracting information from a number of systems. Nigel has systematically pulled these together in an automated process that now takes mere moments. This has impressed our Director team no end!"

"Another thing to really stand out when working with Nigel was the timely manner in which he would come back to you. He's very efficient and quickly responds – in fact it seemed like he was available 24/7. What's more, he'd take the time to explain what he was doing, along with how and why – he doesn't just run away with things. This felt like we were being kept completely in the loop, and yet trained at the same time. This makes all our lives much easier as we transition over to different or new working practices."

"ServiceDesk Plus has proved to be a cost-effective service desk system. Everything is visible in one place. There's no need to dig through endless screens – instead, everything is coherently visible on a comprehensive dashboard view."

"What we have managed to achieve with ServiceDesk Plus, thanks to Nigel and the team at Set3, in just a few months is amazing. It has phenomenal powers and capabilities which will work alongside our growth plans. It's potential to further support our business in a year's time is mind-blowing."

"My management team are both delighted and excited as to how we further utilise ServiceDesk Plus throughout the business and as such are taking a vested interest in our achievements. They are actively seeking ways in which to meet with Nigel and be part of the planning team for their own additional department needs. We are certainly now all working as one, in a very logical manner, which is helping the business tenfold."

"It's fair to say, we at B&M Stores would have no hesitation in recommending Set3 Solutions to other businesses – both their expert sales department and outstanding technical support team, headed up by Nigel."