

Rok Case Study

“I purchased ReportSCHEDULER because it offers better value than Crystal’s own solution!”

Client name	Rok plc
Type of business	Rok is a leading building, maintenance and development company in the UK, Rok aims to become the Nation's Local Builder™ by operating from a network of offices in major towns across the UK, using dedicated teams who live and work in their communities
The business challenge they faced	With such a large distributed business of approximately 5,000 staff, Rok’s Service Desk Team Leader needed to be able to track the IT team workload effectively and provide live dashboard reports to the IT team management.
The ReportSCHEDULER solution	ReportSCHEDULER automates all the management reports so that they arrive on the desks of the relevant people every week or month, as appropriate. It also produces dashboard reports on a web page, updated every few minutes through the day – this is invaluable for the team to see the current status.
Key benefits	<ul style="list-style-type: none">• Key performance indicators are being measured regularly and are clearly visible to all• Time is saved generating the reports• Reports are no longer forgotten• It is a cost-effective solution
Comments	<p>“I purchased ReportSCHEDULER because I had experience of it in my previous job and knew that it would deliver the automation I needed. It offers better value than Crystal’s own solution.</p> <p>ReportSCHEDULER has delivered improved visibility of the current status of the Helpdesk, which helps us to focus on the more urgent and important issues, and to be more pro-active in preventing and dealing with major incidents.”</p>
Name/function	Paul Janes, Service Team Leader