



## Drax Power: Moving forward with Numara FootPrints

When Drax Power’s business started to expand the company found it needed a more comprehensive service desk tool to support its growth. It naturally progressed from Numara® Track-It!® to Numara® Footprints® as the solution offered everything that the business needed now and in the future.

### Expansion and growth of the IT service desk

Drax Power Limited is the operating subsidiary of Drax Group Plc, and the owner and operator of Drax Power Station in North Yorkshire. Drax Power Station is the largest, cleanest and most efficient coal-fired power station in the UK. At current output levels, its coal and alternative fuel burn approaches some 10 million tonnes per annum, and its six 660MW units supply some 7 percent of the country’s electricity needs.

As a large supplier of electricity in the UK, it needs a strong support desk to manage incoming calls from staff. The IT department consists of 12 full-time staff who manage around 20 support calls per day from 700 internal users.

Drax Power initially installed Numara Track-It! in 2005 to help track and prioritise all IT support requests, and as the company grew, it realised it needed a more comprehensive service desk solution to support the growth of general PC users and staff, and also its overall monthly reporting. William Holmes, IT Project Manager at Drax Power explains:

“We had been using Numara Track-It! for about four years, however as our team and other departments expanded, we needed a more comprehensive solution that would provide us with more detailed management data. We looked around at other solutions on the market, however we quickly came to the conclusion that we would remain with Numara® Software as the service and overall product quality we’d had while being a Numara Track-It! customer were fantastic.”

Holmes added, “We chose Numara FootPrints because it had the ability to expand our IT system and service desk offering, but also met all of our other new business requirements. Informational reporting and scalability was an important area for us, and overall we were very impressed with the flexibility the Numara FootPrints solution offered owing to the customisable templates and ease-of-use. It was also a great option in terms of affordability.”

### IN BRIEF

#### Industry

Energy

#### Business Driver

The need for a simple help desk solution that would also deliver comprehensive reporting information for its senior management team.

#### Why Numara FootPrints

Numara FootPrints was chosen for its affordability, its comprehensive reporting capabilities, and also the fact that Drax Power was already a customer of Numara Software – therefore already impressed with its products and services.

#### Business Benefits

With Numara FootPrints, Drax Power has decreased its service desk call backlog from 250 to approximately 70 calls per month, and is now able to provide the IT senior management team with better reporting material for the IT KPIs.

*“Ultimately, with Numara FootPrints we have higher visibility of the service desk function which allows us to communicate better with end-users, prioritise calls more efficiently and assign the right priorities faster. It’s also been great for consolidating our knowledge base and when we get repeating issues we have been able to respond to them much quicker.”*

#### William Holmes

IT Project Manager  
Drax Power

## The move to Numara FootPrints

Drax Power deployed Numara FootPrints in April 2009, and William Holmes was very impressed with how straightforward the implementation and training process was. "The implementation took about eight weeks. Numara Software sales consultants worked with us initially to make sure we got the configuration right, all fields and assets set up carefully and correctly, and that all people understood the logic and process flows of the software," commented Holmes.

Holmes also added, "From there it was quite an easy process. Once it was installed, a Numara Software training consultant came onsite and trained us for three days on how to use the product. We then rolled out the training to all of our staff, while the consultant remained working alongside us to ensure everything ran smoothly. Despite there being an initial change issue with staff, after two weeks everyone had been trained and were all confident and excited about using the new software."

William Holmes said that implementing Numara FootPrints has been very successful and has enabled Drax Power to provide a more efficient support service, whilst delivering important reporting documents for its senior management team.

"Numara FootPrints has enabled us to provide a better IT support service to our staff. Prior to its installation, we had 250 calls open at any one time, and we now average about 70 calls per month - so our call back log has decreased substantially. It has also given us the ability to provide better reports and statistics for KPI reporting to our management team, and has the flexibility to develop better configuration, knowledge and change management processes."

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Drax Power has been so impressed with Numara FootPrints, that while there are no immediate plans for expansion, it will look to use the project tracking capabilities within Numara FootPrints in other departments across the company in the near future.

*"We had been using Numara Track-It! for about four years, however as we expanded we needed a more comprehensive service desk solution that would provide us with more detailed data for monthly reporting purposes. Numara FootPrints had this ability and was the ideal solution to meet all of our business requirements. Informational reporting and scalability were important areas for us, and overall we were very impressed with the flexibility of the solution offered. We have now decreased our support call backlog from 250 to about 70 calls per month, and we're delivering great reporting information to our IT senior management team helping them to demonstrate that they are meeting their KPIs - all thanks to Numara FootPrints."*

**William Holmes**  
IT Project Manager  
Drax Power

## Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom  
to simply **choose**  
the right solution for you