



ILX Solutions – Specialists in Desktop Self-Help Solutions
Supporting you through Transformation and the Business Challenges of Spiralling Support Costs.

ILX Solutions – IT Self-Help that Works!

ILX Solutions is a specialist provider of Desktop Self-Help Solutions:

ILX “Change” Solutions:

- Solutions that underpin project success
- Solutions that mean Business as Usual during change
- Solutions that get end-user buy in
- Solutions that communicate
- Solutions that hold down service calls

ILX “Steady State” Solutions:

- Solutions that are user friendly
- Solutions that are easily deployed
- Solutions that are simple to use
- Solutions that are simple to change
- Solutions that reach out to your audience
- Solutions that reduce service calls
- Solutions that bring savings

Our solutions are drawn from proven Industry Knowledge & Experience of:

- Solving the problems of Global Enterprises facing change.
- Helping to reduce spiraling Service Desk costs.
- Delivering Self-Help Solutions proven by:
 - > EDS
 - > Barclays Bank
 - > ABN AMRO Bank
 - > Lloyds TSB Bank
 - > HSBC Bank
 - > Aviva – Norwich Union
 - > Hewitt LLC
 - > British American Tobacco
 - > BskyB
 - > BAE Systems
 - > QinetiQ
 - > Atomic Weapons Establishment
 - > Scottish & Newcastle
 - > Wincanton Logistics
 - > Eurostar
 - > Network Rail
- Assisting Enterprises with deployments of:
 - Software:
 - > Microsoft, Lotus, SAP, Siebel & Oracle, generic, proprietary or bespoke.
 - Hardware:
 - > Printers (multi-function devices), BlackBerrys, VoIP Telephone Systems, Laptops, WiFi etc.

How much could you save? Find out today, call

For further information contact:

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Tel: +44(0)118 988 0208 Fax: +44(0)118 988 0390

ILX Solutions is a trading division of ILX Group plc

What we do

We develop:

- Desktop Self-Help Solutions
- Generic/Bespoke Application Solutions
- Transformation Support Solutions

We deliver

- Business as Usual
- Immediate Productivity Gains
- Reduced Support Calls
- 24/7 Self Help

Savings that are realistic

ILX Self-Help can **dramatically reduce** your Service Desk calls:

The Facts

Typical Service Desk call ratios (Steady State):

- Password reset – 40% (Gartner)
- How do I calls – 35%
- Hardware & Miscellaneous – 25%

Notes:

1. During a transformation project, calls to the Service Desk can double! (Gartner Group).
2. Ratios can be applied for both internal (end-user facing) and external (customer facing) service desks.

The Savings

Example 1:

10,000 users – 210,000 calls per annum

Potential saving – £2,940,000

Realistic saving via Self-Help – **£588,000**

(Gartner – Based on an average 1.75 calls per month per user and £14 per call)

Example 2:

10,000 users – 210,000 calls per annum

Potential saving – £3,675,000

Realistic saving via Self-Help – **£735,000**

(From an actual enterprise paying £17.70 per service call to an outsource organisation)

ILX Self-Help that works

Engages with users on multiple levels – they choose from:

- Graphical Overview
- Step by Step
- Demonstration
- 'Try it'
- RSS Feeds

What Project Managers say:

- Traditional training would have been a nightmare to organise.
- This has minimum impact on my budget.
- Users can see the changes before deployment.
- I have streamlined the deployment model.

What Training Managers say:

- The assessment quizzes ensure users get the right messages.
- I use it for Induction as well.
- I can track activity.
- I have added this to my LMS.
- It compliments our e-learning.

What Service Desks say:

- The users get a consistent message.
- The users get shown "our way" via Best Practice.
- We can provide real-time alerting via RSS.
- We use it ourselves.

What Users say:

- I don't have to scroll through pages of text.
- I can see when I have the right answer.
- I can choose how to learn.
- I get quick and easy hints and tips.
- Our policy statements are now readable at last.

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