

profile The Internet Group

Every issue SupportWorld talks to the teams who find themselves in the frontline when it comes to delivering outstanding service to customers. This month we speak to The Internet Group. If you would like us to feature a profile of your IT support team please email info@supportworld.co.uk



The Internet Group is a specialist provider of managed IT services to UK and International businesses. With a team of over 60 highly skilled engineers, consultants, procurement officers and project managers based in its London office, the company provides a complete range of solutions, from remote support and additional resource, through to a fully outsourced IT solution.

By using the best practice frameworks of both ITIL and SDI's Service Desk Certification standards based accreditation programme, The Internet Group provides a high level of service management to its customers. In November 2009, after a thorough operations audit, the company was recognised as a shining light in IT support and achieved 3 star Service Desk Certification, making it the smallest company ever to achieve the rating.

No stranger to success, The Internet Group has also been recognised as the Best Place to Work in IT and has been included in the Deloitte Technology Fast 500 due to its exceptional business growth over the last five years.

Support services manager, Matthew John, takes SupportWorld through the company's award-winning service desk offering and reveals the secret to its success.

What types of customers do you support? What are their technical abilities and what common incidents do you receive?

The Internet Group Service Desk supports various types of customers, from legal firms to the leisure industry. All contact and support is provided remotely from our head office in North London and covers clients from across the UK and EMEA. We have a range of users, from the IT-savvy to those who have virtually no interest or skills in IT at all. Fortunately all of my team are excellent communicators and get to know individual users very well, so we can deal appropriately



with each query as it comes through, with maximum efficiency. The most common incidents are usually based around email, with the majority of our clients relying on it to run their businesses. To ensure we deal effectively with any email related issues, the majority of my team members are Microsoft Exchange qualified with MCSA, MCSE and MCITP.

🔊 When you wake up, what is the first thing that pops into your mind?

🔊 Why is my alarm going off so early?! On a serious note, I am a firm believer that you learn something new every day and in my line of work, I am happy to say this is true. With each new day, there is a challenge waiting to be achieved, and I don't do failure!

🔊 What is the greatest challenge faced by your service desk?

🔊 Running multiple functions with a small headcount can be a challenge, but with good time management and KPI alignment, we can manage multiple functions successfully without seeing any dip in service.

🔊 If you could choose any celebrity to work on your service desk, who would you choose and why?

🔊 He's not really a celebrity, but I would have to choose Doc Emmet Brown from Back to the Future. Not only could he travel to the future to identify new issues – how's that for keeping one step ahead of the competition! - but he would have an amazing car that I would force him to drive me around in. I would also have a good go at finding a copy of that Greys Sports Almanac!

🔊 If money and resource were no issue, what one thing would improve your service in 2010?

🔊 Ideally I would like to have a fully integrated voice recognition service on our phone system to deal with the 20% of easy fixes we receive from clients each day, including password resets. This would free up valuable resource for improved problem management and resolution and enable us to put even more time into maintaining our high levels of service.

🔊 What was the last thing you and your service desk team did together outside of work?

🔊 We all played golf at TopGolf, in conjunction with our installations team, which consisted of smacking golf balls as hard as we could and trying to get balls into the collections cart! As a keen golfer myself, I held the crown for the team whilst accepting plaudits, applause, boos and offers of money.

🔊 What type of fruit or vegetable would best describe your service culture and why?

🔊 I would have to say a banana. On the outside it is a jovial and amusing fruit, but when it comes down to it, a banana is full of energy, gets the job done and does it well. Ask any athlete "what would you eat before you take on the biggest challenge of your life?" and I bet they would say a banana. That's what our customers think of us.



Jovial and amusing but full of energy

🔊 What one characteristic, present in a member of your team, stands out from the crowd?

🔊 To strive for success. Over the past year we have been working to a service improvement plan to drive a desire for success in the work that we do. My team has been hand-picked to ensure that we reach the key targets and goals we have set for ourselves. This dedication to the business was demonstrated by our recent accreditation of 3 stars in the SDC programme, making us the smallest IT service team in the world to gain this accolade. 🏆



Doc Emmet Brown: Back to the Future

The Internet Group at a glance...

Service Desk Manger: Matthew John

Business type: IT Service Management

Business turnover: £5 million

Location: Finchley, London

Size of service desk team: 12

Days/Hours of operation: 24x7

Multi-lingual: No

Number of customers supported: 2,600

Calls received per day: Registrant Services - 140

Service Desk Software Supplier/Product: Internally built and developed SMTS

Longest serving Service Desk team member: Elliott Jay – 5 years