

# Service *Support*

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-John Koninis, IT Administrator

## **The Problem:**

A large portion of Grinaker-LTA’s employees have little education if any at all, and as a result computer literacy is not very strong. A program that was easy to follow and user-friendly was an absolute must for their employees. Grinaker-LTA also knew that the transition to a new program would be met with some apprehension among the employees.

Grinaker-LTA is an organization that is continually on the move, so their technicians and dispatchers need

something mobile and easily accessible in order to be efficient. Grinaker-LTA also needed a way to evaluate the performance and response time of each technician as well as their knowledge.

There was also a need for an application to track Grinaker-LTA’s assets and issues. Grinaker LTA needed a feature to track the problems of the specific assets and find out if it was a vendor who gave them a bad product or if they needed to implement a bit more training within their company.

***ADDRESSING THE NEEDS OF  
INDIVIDUAL SUPPORT TEAMS  
AND PROVIDING THEM THE  
TOOLS TO SUCCEED.***



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## **Grinaker-LTA**

Grinaker-LTA is a multi-faceted construction and engineering group anchored in South Africa that focuses on infrastructure, energy and mining opportunities in Africa. They employ 6,500 to 7,000 permanent employees and can peak at around 14,000 employees depending on the contracts. Through a single point of contact, Grinaker-LTA pools the company’s resources to provide a broad spectrum of contracting services. Advanced project management procedures are used to co-ordinate and manage design, procurement, construction and installation.

## **The Solution:**

### ***essential* Integration:**

With Grinaker-LTA being Novell shop, Novell integration was an essential feature that Grinaker looked for in a help desk solution. GroupLink's *everything* HelpDesk® product integrates extremely well with Novell's ZENworks and GroupWise. The ZEN integration features ZENworks information being placed each ticket, thus ensuring that the asset information is tracked and better I.T. decisions can be made. The GroupWise integration features the ability to post tasks, schedule appointments, and send email updates. This has helped Grinaker-LTA increase communication and end user satisfaction.

### ***effortless* Use**

The products ease of use makes it possible for people of all levels of education to simply create and submit a ticket without cutting into the response time.

### ***enriched* Web Mobility**

"We are an organization that operates very remotely, so our technicians are always on the move" said John Koninis. "With the PDA's we are able to peek on assigned tickets to look at the history, and be able to act on it by responding to the client or re-assigning the ticket to another technician." Anywhere they went they were able to access the eHD® system.

### ***easy* Reporting**

Grinaker-LTA has also used the eHD reporting functions to create reports to see where they stand with submitted tickets, as well as evaluate the performance and response of each technician. "The report and query through the master console is very comprehensive and allows us to pull any stats we require" said John.

### ***effective* Asset Management**

The asset tracker of eHD has performed more functions for them in addition to keeping track of inventory. "The sub module of the asset tracking in conjunction with our existing ZENworks allows us to create a history of the particular asset, vendor, and finally the client." John explains this to mean they can see if the asset has a lot of problems, what the turnaround of the vendor is regarding repairs, and if the user requires additional training.

### **Conclusion:**

Grinaker-LTA has improved in many different areas as a result of *everything* HelpDesk solution. The solution integrates very well with Novell, it's very accessible, and uncomplicated to use. The reporting features have also allowed Grinaker-LTA to see how effective they have become, or to track areas where they need to make improvements. "We at Grinaker-LTA are excited with this product and it is working well for us."

**Company Name:**  
Grinaker-LTA

**Industry:**  
Government

**Business Benefits:**  
High Adoption Rate  
GroupWise Integration  
Reporting  
Customizable  
Cost Efficient

**Quick Stats:**  
Located in South Africa  
7,000 Employees  
10 Technicians

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-John Koninis,  
IT Administrator

