

Case Study Lender Processing Services

Background

Lender Processing Services is the industry's number one provider of mortgage processing services, settlement services and default solutions, and the nation's leading provider of integrated data, servicing and technology solutions for mortgage lenders. Today, each of the top 50 financial institutions in the country uses at least one of LPS's products and/or services. Having a first-rate IT Department is essential to support all of LPS's vital commercial operations.

Situation

The IT department at Lender Processing Services manages a very busy support operation. IT personnel provide technical support for LPS employees as well as their external facing customers. Issues must be resolved quickly and efficiently to maintain high customer satisfaction.

LPS had a popular enterprise help desk solution in place, but the sheer complexity of it caused problems. Making updates was challenging and the annual support fees were very costly. LPS needed a web-based solution where people could create and check tickets remotely and wanted to move towards an ITIL/best practices support methodology.

Strategy

After looking at several request tracking solutions, LPS selected the Novo Service Desk. Not only does this solution allow end users to create and check their own requests, the addition of the knowledge base tool allows users and staff a means to search for answers. The PC Inventory module is an added plus, allowing IT the ability to automatically track and manage hardware.

Results

The IT department is running more efficiently than ever. Because the user interface is highly intuitive staff and users were quickly using the system. The reporting is an improvement over the Enterprise solution they replaced. The IT department is getting fewer calls and emails, as users are now able to manage their own tickets and ticket history. LPS's customers love it too because they can view tickets remotely from any location. "The Novo Service Desk has really helped streamline processes, reduce costs, provide better metrics, and run a more efficient help desk".