



Simmons & Simmons

Plan-Net supports Simmons & Simmons

February 2009

Plan-Net has been selected to provide a Global Service Desk that will assist the IT department of leading law firm Simmons & Simmons in providing a high quality, 24/7 service to its users across the globe.

The selection of Plan-Net as a Support partner comes at the end of a two year long, award-winning, global IT overhaul led by IT Director Abby Ewen which has seen Simmons & Simmons transform the manner in which it delivers IT Services.

"We quickly realised that in order to maximise the benefits Programme Vanilla delivered we required a service desk that could measure up to our new environment. Plan-Net was an integral part of Programme Vanilla, helping us to define and implement new processes and procedures, so we knew they understood our environment and the service our users demand."

To support the strategic aims of Simmons & Simmons, the Service Desk will be aligned to industry Best Practice standards and delivered to defined service targets, something Pete Canavan, Plan-Net's Head of Support Services feels is crucial to maintaining the level of service fee earners expect at Simmons & Simmons;

"The new service desk will improve the user experience through a high level of responsiveness, increased first line fix rates and proactive management from Plan-Net's experienced Service Delivery team. Engaging with Plan-Net allows the existing IT resources at Simmons & Simmons to invest more time in strategic activities and improvements, enabling them to deliver the quality service required by their users at all times of the day and night."

With the service desk in place, Abby Ewen and her team have a solid platform on which to build on their achievements to date, as she explains;

"Having accomplished so much with Programme Vanilla, the final piece of the jigsaw was to create a Service Desk that guarantees our users will never find themselves without access to first class IT Support. With that now in place, I'm confident we're equipped to deal with the continued growth and success of Simmons & Simmons on a global scale."