



Information Management Solutions



## SmartCore Service Desk at JHC

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JHC has implemented SmartCore as the integrated service desk solution across their entire suite of Investment Management products, including the market-leading FIGARO platform.

The SmartCore Service Desk enables JHC's clients to log and track incidents in a secure and accessible online portal. JHC support teams can monitor incidents against client-specific SLAs as they progress through the customised incident workflow and a full correspondence history of emails and comments is displayed on every incident. SmartCore is also an integral part of JHC's work scheduling engine and controls the workflow for estimation and scheduling of support work as well as controlling the patch approvals process.

In addition, SmartCore is used by JHC's Client Relationship Managers to manage, prioritise and respond to customer requests for other types of assistance. Automated monthly reporting of incidents is produced and sent to Client Managers for review and distribution.

According to JHC, SmartCore has reduced the time that JHC's Customer Service Centre spend on administrative tasks by more than half, representing a cost saving of over £10,000 per month.

"Since the implementation of SmartCore we have received positive comments from all our **FIGARO** clients. The built-in Incident workflow, secure shared real-time progress updates and Incident delivery status snapshots - all of which are viewable by our clients via the SmartCore interactive web portal - are among the many features that have further improved our client engagement and support interaction experience."

*Paul Singh, Support Manager, JHC Systems*

"Ninth Wave understands the importance of providing excellent support for customers and it has been very fulfilling for Ninth Wave to work alongside the JHC team to implement such a well-regarded solution for a market leading organisation."

*Jon Lewis, Director, Ninth Wave*



### About JHC

JHC offers IT solutions to the investment management and stockbroking community. JHC's application portfolio delivers business-critical front and back-office software handling over 36,000 trades every day.



### About Ninth Wave

Ninth Wave is a UK-based software and consultancy company, established in 1995 and specialising in providing programme, project, resource and IT management products and services.

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