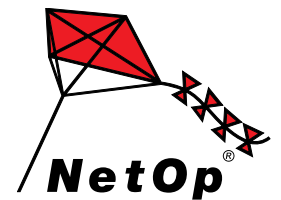# Kingfisher IT Services resolves B&Q's IT support issues in retail outlets in a fraction of the time with NetOp

"Through KITS, B&Q have seen huge savings in time, and a reduction in support costs, thanks to NetOp Remote Control. It's just invaluable. Problems are resolved in a fraction of the time and as a result our staff are happier and we give a much better, reliable service to customers in store."

KITS
KINGFISHER
Information Technology Services

NetOp® Remote Control

Challenge
- Find a centrally managed remote control solution
- Increasingly costly, unreliable process with slow resolution of in store IT issues
- Slow resolution of IT issues hitting revenue

Solution
- Selected NetOp Remote Control to support approx 20,000 devices within B&Q
- Manage computers, servers, tills, and laptops
- Deploy NetOp Security Servers for central remote control management

Results
- IT equipment fixed within minutes rather than days - problems resolved in a fraction of the time
- Reduced support cost, reduced travel, quicker fixes and increased efficiency of IT support
- Better, reliable customer experience in store – everything works as it should
- Providing a better IT experience to its continuously changing workforce

Kingfisher plc is Europe's leading home improvement retail group and the third largest in the world, with over 760 stores in 10 countries in Europe and Asia. Its main brands are B&Q, Castorama, Brico Depot and Screwfix.

All Kingfisher's IT needs are serviced by Kingfisher Information Technology Services Ltd (KITS). KITS was created in 2006 to amalgamate and optimise all IT investments for the Kingfisher Group to ensure consistency and international buying power across the group. In essence, KITS makes sure that all employees – from back office, management, retail stores, online outlets and after sales service – have IT at their fingertips they can rely on.

Challenge
In 1996, prior to the creation of KITS, B&Q Systems engaged in a selection process for a centrally managed remote control solution. The main driver for this was to maximise savings in courier costs when a hardware issue required a 'return to base' fix. Software issues would normally either involve a third party engineer visiting the site, or in-house helpdesk staff making time consuming calls to retail staff in an effort to use them as their eyes and hands. Another important factor was that the remote control solution would allow staff on the sales floor to concentrate on their retail roles instead of spending time fixing IT issues.

Solution
KITS employees are split primarily between offices in the UK and France, with the 1st, 2nd and 3rd line UK support teams located in Southampton. From here they are able to deliver immediate IT support, restoring business critical IT functionality. NetOp Remote Control is now a well established part of this support function. A dedicated helpdesk for the stores covers operational hours and a smaller team work shifts to provide 24/7 support for central systems.

Mike Kibblewhite, Managing Director NetOp said; "NetOp Remote Control is designed specifically to meet the needs of corporate business, and is typically used for remote network management, remote system administration and in internal helpdesk environments. Through KITS, B&Q is benefiting from this greatly, as its IT helpdesk team was in desperate need of a remote facility to support its stores."

Based on an incredibly stable, fast and user-friendly remote management system, NetOp Remote Control offers unrivalled flexibility, supporting all commonly used operating systems and communication protocols. What's more, NetOp Remote Control software offers the most comprehensive security regime on the market.

KITS use NetOp Remote Control to support B&Q's 4,500 tills, 1,200 servers, 12,000 desktops and 2,000 laptops. There are also small pockets of B&Q users who use NetOp Remote Control in their daily roles to provide business support and in some instances training to remote business users.

Collectively, the deployment of IT across B&Q creates a large network with a whole host of possible problems. These can range from database issues, to more bespoke problems, which may require remote re-builds. The larger an IT network, and the wider its geographical scope, the more important it becomes to rapidly move IT expertise, when systems stop functioning, without having to move people.

Results
Quentin Smith, Senior Technical Specialist for KITS said; "the main benefits both KITS and B&Q have seen from using NetOp Remote Control has been the huge savings in time, and a reduction in support costs. There is no longer any need to travel from site to site or to outsource work to third party engineers. It's just become invaluable." He continues, "The equipment that stores rely on daily can be fixed within minutes rather than days, or sometimes even weeks, problems are resolved in a fraction of the time. As a result, staff are happier and we give a much better, reliable service to customers in store. NetOp Remote Control plays an important part in ensuring we meet our agreed SLA's with both our internal and external customers."

"We also see the efficiencies and time-saving in the IT support team, we just couldn't do what we do without a solution like NetOp. Think about it, at peak times we may have just 10 of the IT team supporting 324 stores around the UK and Ireland, it would be impossible without a remote management tool like NetOp."

"An important part of any remote control solution is security. Allowing the right level of access to the right people and being able to centrally manage and report on usage. The NetOp Security Server does just that for us."

The ability to quickly restore full system functionality from off site is specifically relevant to KITS because if any part of the store's IT functionality is down, its revenue also takes a hit. For a company with 324 stores, the longer any system is down, the more impact that has.

Summary
Though the relationship between Kingfisher and NetOp is long-standing, KITS is a relatively young company and as an IT specific division of the Group, has been able to fully assess the benefits of using NetOp Remote Control. Results have been positive all round, and the solution has become an integral tool for the internal IT helpdesk team.

The solution is currently being used in the UK and will be a strong contender in the forthcoming selection process to ascertain the international Group standard, and an internal request to supply the Chinese market with the same solution looks positive for future rollout.

Touchboards

205 Westwood Ave, Long Branch, NJ 07740
Phone: 866-94 BOARDS (26273) / (732)-222-1511 | Fax: (732)-222-7088
E-mail: sales@touchboards.com | Site: www.touchboards.com

NetOp®