



## Case Study

### Barrie Hydro Distribution, Inc.

#### Company Profile

Barrie Hydro Distribution Inc.  
Electricity Distributor

Industry  
Electric Utility

Service Area  
4 Offices,  
Province of Ontario

Deployment Summary  
LiveTime Help Desk  
(Internal Customer Support System)

#### Business Benefit

- Centralised help desk in a mixed hardware environment
- Streamlined Help Desk workflow to provide timely support
- Resource planning

With LiveTime,  
we deliver  
“more timely  
support through  
improved and  
coordinated  
support control”  
Darryl Jones

“The software  
is very intuitive”  
Darryl Jones,  
Senior Network Analyst



## Barrie Hydro adds energy to its help desk with LiveTime®.

Barrie Hydro Distribution, Inc. provide and maintain a reliable and efficient electrical distribution system for over 62,000 customers in seven service areas of Ontario. A staff of 120 based in four locations work to distribute and deliver consistent, high-quality electricity and customer service.

In order to deliver a high level of service to its external customers, Barrie Hydro recognised the need to better support its staff by centralising their disparate help desk services. The system of receiving support cases via email, voice mail, written or verbal requests, and inability to track these cases through to resolution was ineffective and ultimately untenable.

It was recognised that a help desk solution that managed the workflow of support cases from receipt to resolution was required. With a mix of PC and mainframe users, Darryl Jones, Senior Network Analyst for Barrie Hydro decided that the software was to run on Linux and be fully browser based. The system also needed to be easy to use for the help desk staff and its clients, as well as efficiently track assets.

In the evaluation process, LiveTime Software staff were “very personable” when answering questions relating to the fit between Barrie Hydro help desk requirements and LiveTime Help Desk which led to the fully web based, vendor neutral support solution being implemented. Also, Mr Jones commented that he was “very satisfied” with the support that Barrie Hydro received during the installation process.

The implementation of LiveTime Help Desk has also allowed Barrie Hydro to benefit from built-in reporting. Accurate and timely help desk statistics are now available and being used for resource planning. This has resulted in clients receiving “more timely support through improved and coordinated support control”, said Darryl Jones.

LiveTime Help Desk exceeded the objective of being “easy to use” and absolutely no on-site training was required. “The software is very intuitive” said Darryl Jones and, although after-sales support was not really a consideration before purchasing the help desk solution, Darryl reported, “LiveTime Software has been very accommodating in providing timely updates.”

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