

To: Seratec Pty Ltd  
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The introduction of Central.IT from Seratec has been directly responsible for a clear and measurable step forward for our IT service delivery. All our senior company management team are very impressed with the quality processes that the system has introduced.

Users are able to easily pick up the general use of the system in very little time. Due to the advanced prioritisation capabilities of the system, it is clear to see that now all the teams tasks are handled much more in line with our real business priorities.

With no effort at all, we can now factually identify;

- User training requirements
- Efficiency of management in each area, by the volume of certain issue types
- Correlation of issues between different brands and models of hardware assets
- Identify problem assets
- Identify the impact of general infrastructure maintenance

Our company employees are, as are our customers, now happily using the on-line job progress, without calling the help desk, so the IT staff gain more time.

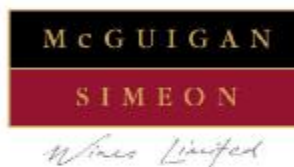
The IT management team have a much clearer picture of the performance of the various service teams and individuals.

Central.IT enabled us to justify an extra resource, because of the statistics and quality disciplines it helped us introduce.

The prioritisation and escalation features have definitely helped us ensure a higher and more consistent standard of service.

The knowledgebase is working well for us, helping to resolve issues faster.

We identified a 50% positive increase in the attitude of the organisation to our completion of tasks.



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