



HMP LOWDHAM GRANGE

HMP Lowdham Grange

Tell us about HMP Lowdham Grange

HMP Lowdham Grange opened in 1998. It is a Category B closed training prison for adult males. It is operated and managed by Serco Ltd.

What challenges were you trying to solve?

We were looking for a solution which would really improve the Service Desk team's response time, ensuring all issues would be dealt with in a timely manner.

Why did you choose NetSupport ServiceDesk?

We wanted a product that was really easy to use and had a range of features to help us deal with all service desk related issues. NetSupport ServiceDesk offered just that: it's a userfriendly solution with a good, clear user interface, increased our productivity and saved time.

How is the software currently being used in your organisation?

Our helpdesk team members use NetSupport ServiceDesk to provide live support to users. We also have it available for use by specific users on specific PCs for Display Screen access.

How/where has NetSupport added value?

The fact that we are able to share control with a user's screen when they report a problem, allows for quick one-stop problem resolution.

Would you recommend NetSupport?

Yes

“ Good product - easy to use ”