



Warrington Collegiate

Tell us about Warrington Collegiate

Warrington Collegiate, based in the north of Cheshire, is the largest learning provider in Warrington, offering a wide variety of courses to a diverse range of learners.

What challenges were you trying to solve?

We started off with a helpdesk system that had been written in-house but, as this wasn't web-based, it was still a time consuming process for end-users to log their issues and for us to manage and track them – often they preferred to phone us or simply stop us in the corridor, which meant we had no record of the issues being reported.

Why did you choose NetSupport ServiceDesk?

The intuitive web-based interface makes life easy for the end-user and my team. The operator's interface is fully customisable and easy to navigate.

How is the software currently being used in your organisation?

NetSupport ServiceDesk is great for helping us identify patterns in the types of issues being reported ... it has made a big difference to both the service we provide to end users and the way we manage and track reported issues.

How/where has NetSupport added value?

NetSupport ServiceDesk has enabled us to streamline our helpdesk processes and provide a more timely service to end-users due to being an easy to use platform. Also, it helped us save time and money.

Would you recommend NetSupport?

Yes

“ The intuitive interface makes life easy ”