

IT Support IT Service Desk



Smartdesc has been our IT Supplier for 5 years and is an important part of our team. As well as ensuring that the department is always fully operational, there is a great deal of work that happens under the radar to ensure that the organisation's processes and technology all functions efficiently. Whenever we need 3rd line support, it is good to know I not only can depend on the Head of IT, but can also contact other 3rd line support at Smartdesc and always receive a prompt service. They are always professional, reliable, flexible and keen to go the extra mile to prevent any critical issues occurring. The amount of knowledge sharing across the department should not be underestimated. We have Rehman, Oliver and Joshua covering the IT Helpdesk and their customer service skills are brilliant - always helpful and polite and work well as a team.

Jinder Chana - Mind IT Manager

the project

Situation

Mind required the IT Infrastructure to be totally transformed and needed a scalable, reliable and secure environment to be able to cope with the fast growth of the organisation, and increase in users by over 50%, in a short amount of time. A long journey began over 5 years to roll out a completely new IT Infrastructure and CRM system. This included a full IT Governance review and a high-profile digital transformation and change program woven in to the IT Strategy in line with the overall business objectives.

Solution

Originally when Smartdesc first began to support Mind, a lot of the work was structured around maintaining the existing, very old IT systems to allow users to be able to work efficiently. The IT systems needed investment and in parallel to ensuring that everything was functioning as it should, there was a substantial amount of foundational work instigated to enable the right infrastructure to be designed and implemented to allow for successful fast growth.

Working in an in-house / outsourced hybrid model, the Smartdesc team are responsible for helping to support over 1000 users, which includes; head office, 150 retail units, volunteers and stakeholders across the UK. Key areas of work include;

- Building a new IT Infrastructure from scratch.
- Designing and developing a solution to factor in the growth of the organisation.



- Transitioning from a physical environment to virtual servers.
- Smartdesc acting as Head of IT and overseeing the IT Department, working closely with Mind's in-house IT Manager.
- Smartdesc providing flexible support to help with resource management where necessary.
- An immense amount of knowledge and expertise is transferred from the Smartdesc team to Mind in terms of both knowledge share and in-house training.
- Service delivery is consistent and is ITIL compliant.

Results

- Strengthened the IT Infrastructure.
- Increased stakeholder value and delivered substantial operational savings.
- Service delivery model has been very successful and has been replicated across other resource delivery departments.
- Over 5 years to date of successfully meeting SLA's and ensuring a secure, stable IT Infrastructure.
- A highly regarded hybrid IT Department in place to cover every aspect of IT Support.
- Good and Excellent satisfaction ratings on feedback from support tickets. Please see a selection of comments shown on the following page;

An example of some of the Cherwell Support ticket feedback

09/09/19 15:24	Tracey Brooks	2nd Line Infrastructure	Rehman Majid		
		5	5	5	5
		Technician very patient and calm when explaining things :)			
13/08/19 14:22	Geraldine McNamara	2nd Line Infrastructure	Oliver Wentworth		
		5	5	5	5
		Really appreciate how quickly and effectively everything was set up - no problems, everything was in place on time and worked for our new starter. Thank you!			
30/07/19 15:35	Rachel Belward	Smartdesc - 2nd Line	Rehman Majid		
		5	5	5	5
		Rehman was so helpful and friendly.			
02/08/19 13:37	Emma Marks	Smartdesc - 2nd Line	Oliver Wentworth		
		5	5	5	5
		Feel v privileged to have such a good service thank you			
20/06/19 10:21	Charlotte Hughes	Smartdesc - 2nd Line	Oliver Wentworth		
		5	5	5	5
		The service from the IT team was excellent and extremely quick given that this was a short notice request			
27/03/19 11:42	Angela Etherington	2nd Line Infrastructure	Rehman Majid		
		5	5	5	5
		Rehman was very professional, helpful and efficient. He quickly identified potential issues and suggested solutions I could action by checking internet before completing task himself via team viewer. As a remote worker having timely access to IT services is vital and Rehman went above and beyond to ensure a good outcome in a friendly and effective manner. Thank you Rehman for an excellent job.			