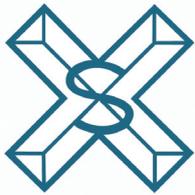Score **Group plc**

key facts

❯ Score helping departments to meet ISO 27001 certification

❯ staff may now work remotely

❯ sitehelpdesk provided most cost effective solution

❯ positive feedback from staff

If you have any queries, would like a quotation, or to arrange a trial please contact **sales@sitehelpdesk.com**

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Registered in Canada No: 1638733

Score Group Plc chooses

SITEH❮LPDESK.COM

to manage its global IT and training services departments

Score has successfully implemented Sitehelpdesk into its training company, S.T.A.M.P (Score Training and Multimedia Productions Limited) to manage and log calls relating to training services. It has also implemented Sitehelpdesk-IT into its internal IT department which services the company globally.

Score Group plc provides engineering, research, design, supply, repair, manufacturing and training services throughout the world. They provide these services 365 days a year, in a variety of market sectors with a track record spanning 28 years.

Best available technology and systems

Part of the Score Group of companies, Score Training And Multimedia Productions Limited (S.T.A.M.P. Limited) focuses on the design, creation and publication of training and promotional materials, both in hard copy and electronic versions. The company has three main areas of activity, and these are supported by the integration of the best available technology and systems.

Sitehelpdesk-IT will provide Score with a web-based system to log calls from IT users to its internal IT department helping it to respond to, and deal with IT issues more efficiently. The helpdesk system also helps the department to meet its ISO 27001 certification in terms of managing service levels and customer feedback, and provides IT staff with the option of working remotely if needed.

Cost effective solution

Bob Thomson, IT manager at Score Group Plc comments, "We required two separate helpdesks as we needed to keep the training division and the IT department as two separate entities, in line with our ISO 27001 certification. We chose sitehelpdesk as it provided the most cost effective solution to meet all of our needs."

Built-in flexibility

The helpdesks were installed in March 2010 and following a successful implementation, Thomson is now using the flexibility of the system to customise the drop down tabs in line with the requirements of both company divisions. Score also purchased Sitehelpdesk.com's add-on applications including SLAmonitor, EMLmonitor and WMImonitor.

Thomson explains, "The additional applications have provided us with more functionality than we have experienced with any other helpdesk solution. SLAmonitor means that we can measure service level agreements, EML monitor ensures that all of emails that come into the IT helpdesk are logged without intervention from the IT team, and WMI monitor is a hardware and software asset management tool that allows us to monitor any installed software and report on things such as software compliance and specification of our hardware.

Although it is still early days in the implementation stage, I have had positive feedback from staff and the helpdesk supervisor regarding sitehelpdesk. We know that there can sometimes be resistance to change, but due to the simplicity of the system it has been an easy transition so far. Sitehelpdesk.com has met all of our needs and we have found that it is the most cost effective solution on the market. We have been so impressed with the system that we have discussed potential future plans to implement it across other departments such as accounts and HR."