

## CASE STUDY



# First district council to achieve National Computer Centre's award for customer service with help from



### key facts

- ➔ Sitehelpdesk key to achieving NCC award for Customer Service
- ➔ 100,000 support requests logged over 10 years
- ➔ Sitehelpdesk supports one of the largest employers in the area

If you have any queries, would like a quotation, or to arrange a trial please contact [sales@sitehelpdesk.com](mailto:sales@sitehelpdesk.com)



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Preston is located at the heart of the North West and is an ancient market town first documented in the Domesday Survey of 1086. In 2002 Preston was awarded city status, making it England's newest city. The occasion was marked when the Queen visited during her Golden Jubilee celebrations. With a population of 131,900, Preston is growing both physically and in terms of profile. Now, the city's driving vision is to be the third city of the North West, after Manchester and Liverpool.

Preston City Council is a district council, working alongside Lancashire County Council as part of a two-tier local government system. The council spends more than £100million a year providing a range of public services from pest control to planning.

### Sitehelpdesk supports the largest employer in the region

With 1,300 employees, Preston city council is one of the largest employers in the area. The ICT service department purchased sitehelpdesk-IT in 2001 and over the last ten years ICT services have been using sitehelpdesk to help deal with the many hundreds of help desk calls received every day.

Providing much needed ICT support across the Council, ICT services is the only district council IT service to achieve the much coveted National Computer Centre customer service award. The sitehelpdesk system logs all calls made to the help desk and assists the ICT services to prioritise and deal with all the calls it receives.

In October 2011 Victoria Hilton in the Preston City Council's Revenues and Benefits department was ICT services 100,000th service desk caller.

Neil Fairhurst, Deputy Director (Head of ICT) for Community and Business Services at Preston City Council commented ;

"We are delighted to have a long standing 10 year partnership with sitehelpdesk.com Ltd and their helpdesk software is a key critical component of our business and customer support. Over the last 10 years we have been able to respond to over 100,000 customer support queries in an efficient and effective manner with excellent customer satisfaction." in conclusion he added:

“ Sitehelpdesk was a big factor in Preston's ICT Service achieving the National Computer Centre's award for customer service, the first district council in the UK to achieve such an award. ”

[www.preston.gov.uk](http://www.preston.gov.uk)

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