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## **Richmond College improves degree of IT support with Richmond Systems SupportDesk**

Richmond-upon-Thames College has chosen Richmond SupportDesk to speed up response times to IT problems across its campus. The college is located in Surrey and concentrates on full time education for students between 16-19 years old and their preparation for university, training or the workplace.

Prior to signing the agreement via Richmond Systems' partner Jcom UK Ltd, the College dealt with support requests from its 7000 students and 600 staff manually. Jcom proposed Richmond SupportDesk as this service desk software would allow a faster and automated response from Richmond College's IT support services.

"There was no way of logging time spent on certain tasks, and the IT support team were frequently stopped on their way to other jobs to help with issues," said Wallace Simbanigavi, IT and telecoms manager at Richmond-upon-Thames College. "We chose Richmond SupportDesk as it offered us the ability to automate the IT support process, saving us valuable time. Ultimately, we'll be delivering a better service to staff and students. The next step for us will be to take the system mobile, giving support staff access via their PDAs."

The College is also using Richmond SupportDesk to establish its own knowledge base of IT support information, where users can add previous experiences and solutions, and share ideas via a bulletin board. "Richmond-upon-Thames College should see immediate benefits from having a more structured approach to IT support. The knowledge base has proven time and time again that it cuts the time needed to solve repetitive IT problems, leaving IT staff more time to concentrate on more complex issues," said Will Johnson, Business Development Manager at Richmond Systems.

**END**

### **About Jcom UK Ltd**

Jcom UK Ltd provides specialist, technology-based IT services and products. Established in 1999, Jcom has been helping organizations of all sizes across many sectors to gain control of their critical software, hardware and data assets. Our services reduce technical and commercial risk and improve performance of IT infrastructure assets, resulting in enhanced operational and financial returns. For more information, visit Jcom UK Ltd website at [www.jcom.co.uk](http://www.jcom.co.uk)

### **About Richmond Systems**

Established for over 20 years, Richmond Systems Limited is a leading provider of service desk software for enterprise-wide service support based on ITIL® best practices. Richmond Systems serves more than 500 organisations providing support to many thousands of users and is a member of the itSMF and HDI (Help Desk Institute). For more information, visit the Richmond Systems website at [www.richmondsys.com](http://www.richmondsys.com)