

News Release

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Support that's a walk in the park

The Regent's College technical team gets an education in enterprise-grade IT

[Regent's College](#), one of the UK's most respected private colleges have chosen [Richmond SupportDesk](#) - www.richmondsupportdesk.com - the help desk software from [Richmond Systems](#) to supports all IT and communications equipment for the College's 2,000 students, teaching, admin and services staff.

The IT support software had to integrate quickly into the Regent's College way of life as it was needed to support the implementation of a new student records system – set to centralise campus information and make administration and admissions far simpler for staff.

Having used an internally development call logging system, the College needed a more efficient way to resolve IT support queries for the 25 strong team split across Support, Infrastructure and Projects. Through implementing the new help desk software the team were able to offer a higher level of service to staff and students alike. This was achieved by assigning calls to escalation paths, tracking resolution times and ensuring incident resolution was kept within agreed service levels.

According to David Elliott, Information Systems Manager at Regent's College, *“Education has changed – a college like ours is run far more like a business nowadays.” “With IT a critical part of life for everyone – whether working on campus or remotely – we needed enterprise-grade technology to help keep things running smoothly.”*

To read the full case study visit:

www.richmondsupportdesk.com/literature/Regents-College.htm

(234 words)

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 SupportDesk solutions can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration, change and service level management through Windows[™], web and mobile interfaces. This provides the IT department with full visibility of the support environment allowing streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves organisations providing support to many thousands of users and is a member of the *it*SMF (IT Service Management Forum) and SDI (Service Desk Institute).

For more information, visit the Richmond SupportDesk website at www.richmondsupportdesk.com or call 01428 641616.

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