



# Information & Management Technology

March 2009: Web-access

the support  
service

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## Client-wide web-access to service desk

### Overview

Our clients wanted to be able to check the progress of their calls to our servicedesk and their placed orders rather than having phone contact. We assessed their requirements and opted to enable web access for all clients to their own calls/orders.

### Key successes

The introduction of the web access was phased, initially it was piloted with a small number of clients using the feedback to further educate the final product. A key success for us was that by using available information each person is recognised when they log in to the system and has their calls/orders automatically populated on the screen negating the need for time intensive drill down. Another key success is that call owners are not only able to monitor progress on their calls/orders they are also able to update and close calls/orders without phone intervention.

### Customer benefit

We also introduced an added value service that enables the Clients to log their calls via the web access. The customers have been extremely positive about being able to web access their information and in many cases this has reduced the time they spend either logging calls/orders or in receiving progress updates



Call us if you feel we can help:

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