

YOU SAID, WE DID

You said: Your walk up desk looks like a broom cupboard!

We did: As part of the Kilburn refurbishment, the new walk up desk is **three** times the size of the original and includes a work bench, two desks and a customer waiting area. The new area has been decorated, with new and bright signage and window vinyls - it's much more welcoming and easy to find.

You said: I can never get through to IT on the phone!

We did: We analysed our call trends and found our busiest times were at the beginning of the week and during lunch periods when less analysts were available; we've changed our resourcing model so we have extra analysts during these times answering your calls. We also updated the IT Services website and telephony system so that customers waiting on hold were made aware of peak busy times and expected extended wait times. We ensured this message was added to so customers waiting on hold to advise Finally we changed our call targets to ensure calls are answered within 2 mins.

You said: I no longer understand how to go about purchasing IT!

We did: We have updated our 'purchasing for work' page which has links to catalogues which includes, everything IT purchasing including our core range, extended range, research equipment, Apple devices and telecomms equipment. We have built in a traffic widget which advises whether we have the stock on site or any issues with stock. The page gives clear guidance on purchasing with direct links to the ordering form. We hope this one stop shop will clear any queries customers have about purchasing.