

# Who provides help to Norwood staff whatever their IT problem or requirements...

**we do**™

Norwood is a charity that supports people with learning disabilities and families in need, working with individuals to improve the quality of their lives and achieve their goals.

Norwood provides these services to both Jewish and the wider community. These specialist services are delivered by 1200 staff and supported by 700 dedicated volunteers spread across multiple sites.

A workforce of this size, with staff of all levels of ability, needs somebody they can rely on to help them through their working day.

This is where Deverill's IT Helpdesk steps in to provide Norwood end users with a fast, efficient and effective service.

The IT Helpdesk is the focal point for all requests for support and the staff handling requests are specifically trained to deal with calls about the systems and applications used in Norwood.

Typically the majority of support requests are quickly resolved by the highly qualified and experience support personnel who work there.

Occasionally when the problem requires a desk side visit to resolve the problem the request will be dealt with by one of the dedicated on-site support engineer based at the Norwood sites.

The IT Helpdesk manages and monitors the progress and performance of all Norwood support requests, including those of other third parties like specialist hardware maintenance contractors.

The IT Helpdesk is focussed on the needs of Norwood end users and provides a high quality service designed to get Norwood end users working again as quickly and efficiently as possible without sacrificing friendliness and understanding.

Terrific service as always, thanks. Friendly too and nothing seems too much bother

Anne Laney

Exceeded my expectations. It was dealt with very quickly and efficiently.

Sonia Muscovitvh

Very impressed as usual by the help I received with my request. Many thanks.

Claire Hiscock



## The Norwood IT Helpdesk provides end users with:

A single point of contact for all support requests

A friendly, fast and efficient service

Desktop IT support

Business applications support

IT infrastructure support

Bespoke applications support

General advice and guidance

Call management and monitoring against SLA

A quality service from an ISO9000:2000 Approved Company

**deverill**™ we do™  
Solutions, Support, Training and more...

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