Goals and mission statement

Technicians at the service desk are doing everything they can to be a great customer focused, single point of contact that can satisfy everyones needs fully. We aren’t quite there yet, but it is what we are set out to achieve. We put customer service first, and want to be #1 in customer satisfaction. Our company will always be trying to achieve better customer service.

Our service desk’s mission is to effectively and efficiently provide access and availability to IT support services to the satisfaction of all its customers by providing an informative and supportive first point of contact, and to assist all our customers in making the best use of technology in their business roles, and potentially day to day life.