

Case: Providing solutions and constant support

About the client

Queen Mary University is one of the largest in London, with 35,000 students and over 5,000 employees.

About the project

The first project of this kind for Comtrade System Integration involves providing manpower and expertise rather than developing a new solution or integrating with existing ones. A team of 20 analysts provides daily support for the university's diverse system solutions, while system engineers ensure that the infrastructure and security are maintained. This swift rapport has fostered a strong partnership, promising expanded collaboration in the future.

Challenges

- The complexity of the system.
- Adjustment speed.
- Communication and coordination of teams.
- Service scaling.

Outcome and benefits

- **Expertise enhancement:** The collaboration with Queen Mary University has provided us with valuable opportunities to refine and expand employees' skills and knowledge in specialized areas relevant to the university environment.
- **Expansion opportunities:** Establishing a successful partnership with Queen Mary University not only strengthens our current collaboration but also opens doors for future engagements and projects within the higher education sector.

Project goals

Providing continuous support to Queen Mary's applications and solutions.

Optimization of existing support processes to improve efficiency and customer satisfaction.

Providing expertise and resources for improving IT infrastructure and university security.

Identification of potential improvements and innovations in university systems and applications.

Key numbers

6k

Monthly ticket volume

80%

First time fix

4,65

Customer satisfaction rating