TOPdesk Partners with Nearly One Quarter of All Universities in the UK

Tuesday 18 February, 2020

Because of the company's long-term success supporting the education sector with its enterprise service management solution, TOPdesk UK announces that it now serves over 23% of all universities in the United Kingdom.

LONDON, UK – Feb.17 2020 – TOPdesk, a leading provider of enterprise IT service management solutions, is proud to announce that because of its commitment to serving schools, colleges, and universities, it has secured partnerships with more than 23% of all universities in the UK. In 2019, TOPdesk UK added nine new university clients.

Institutions such as Heriot-Watt University, the University of Central Lancashire, and the University of Kent signed with the vendor in 2019 to automate service and support, and enhance their service offerings to internal staff and students.

With the additional university clients added last year, a total of 37 universities in the UK now trust TOPdesk with their enterprise service management needs to; utilise the usage of the self-service portal, implement quick links and standard solutions, and visibility for cross-departmental working.

In light of this success in the sector, TOPdesk UK has formed an internal business unit to focus exclusively on serving the needs of its higher education customers.

Will Sibley, TOPdesk UK's head of education sales, said: "I am always pleased to welcome universities to the TOPdesk family, and last year it's was great to have welcomed so many excellent institutions of higher education.

"In 2020, we will continue our growth in this sector, while also focussing on strengthening our current partnerships with these educational entities to provide them with as much value as possible."

About TOPdesk

TOPdesk develops, implements, and supports an enterprise service management (ESM) solution that helps universities and organisations efficiently manage the services they provide. Departments such as IT, HR, facilities, and library, and student services, can perform their work both collaboratively and separately with a single tool. TOPdesk is available as a local installation or Software-as-a-Service, and the solution can be tailored to meet every organisation's needs.

TOPdesk has 15 branches worldwide: in UK, USA, Canada, Brazil, the Netherlands, Belgium, Germany, Hungary, Denmark, Norway, and Australia. Visit www.topdesk.co.uk for more information.

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