

TOPdesk Recognised as Top ITSM Provider in ucisa Survey

Wednesday 2 June, 2021

In their annual Corporate Information Systems Group (CISG) survey, ucisa have found TOPdesk as the most used IT Service Management system within the Higher Education (HE) sector, serving 21% of ucisa members who responded to the survey.

LONDON, UK – June.02 2021 – TOPdesk, a leading provider of Enterprise IT Service Management solutions, is proud to have been recognised as a market leader in ITSM for HE in a recent survey by [ucisa](#). It has been revealed that the [TOPdesk](#) system is used by 21% of ucisa members, the highest market share of any vendor.

Of 95 respondents, 14 named TOPdesk as their provider and six named [UniDesk](#) – a Higher Education best practice focussed solution founded by the University of Edinburgh that utilises the TOPdesk system. This puts the vendors usage at least 10% higher than other systems recognised in the survey.

[Will Sibley](#), TOPdesk UK's Head of Education Sales, said: "We are delighted to have been once again recognised as the top provider of ITSM to the UK HE sector by ucisa."

"We are continuously striving to grow our community of institutions, while nurturing current partnerships to provide the most value possible to our education clients. This recognition is a great foundation to our development plans in 2021."

TOPdesk also appeared in the 'Estates Systems' section of the survey, with two respondents naming the vendor as their software of choice. This displays TOPdesk's ability to be an enterprise-wide solution, improving service delivery efficiency, collaboration, and helping with cost-savings.

ucisa is the member-led professional body for digital practitioners in education. Their CEO, Deborah Green explains: "Almost all UK Higher Education institution are ucisa members along with a growing number of Further Education and Sixth Form colleges. Our CISG survey of ucisa members has been carried out annually since 2007 to establish the digital systems used by Higher Education institutions in the UK."

About TOPdesk

TOPdesk develops, implements, and supports an Enterprise IT Service Management 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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