UCISA Survey Names TOPdesk The Most Utilized ITSM Solution In UK Universities

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TOPdesk's ITSM solution is considered a "core system" by nearly 25% of the UK's Higher Education institutions.

LONDON – 25 May – TOPdesk UK, a division of the global IT service management (ITSM) solution provider, announces that UCISA, a member-led professional body for digital practitioners and educators throughout the United Kingdom, continue to choose TOPdesk's IT service management solution more than any other similar available solution to power their classrooms, learning environments and education entities.

UCISA's annual benchmark report, "Corporate Information Systems Report Survey, 2021," notes that "TOPdesk continues to increase in popularity over the 10-year period tracked by the organisation."

TOPdesk has been the most used IT service management system each year since 2017 and was a core system at 23% of all responding educational institutions in 2021, up from 3.7% a decade prior.

"The education sector is particularly important to TOPdesk, and we've remained committed to serving it with the highest regard and the utmost respect, having done so since our founding 30 years ago and continuing to this day," said Luis Soares, Managing Director of TOPdesk UK.

"The UCISA survey results prove that TOPdesk's service management solution is crafted to serve the unique needs of educational entities in the UK and elsewhere. We couldn't be more honoured by the faith and trust IT administrators at UK's universities put in the TOPdesk solution," Soares added.

When factoring in the UniDesk solution's user base, TOPdesk-driven solutions are used almost two-to-one compared to ITSM solutions serving the UK's education sector. UniDesk is a shared service management solution developed by TOPdesk alongside the University of Edinburgh, the University of St. Andrews, and Abertay University, explicitly created for higher and further education process flows.

Almost all UK higher education institutions are UCISA members, and a growing number of further education and Sixth Form colleges. Founded in 1992, UCISA is the member-led professional body for digital practitioners in education. It utilises collective technical knowledge and digital expertise to help transform teaching, learning, and research by supporting operational efficiency and an excellent student experience.

ITSM tools facilitate the tasks and workflows associated with managing and delivering quality IT services. These are most heavily used by IT service desks and IT service delivery functions.

TOPdesk helps organisations across the globe improve service management processes by providing a user-friendly self-service ITSM solution with comprehensive support through a continuously delivered platform. TOPdesk's ITSM platform enables a high-quality enterprise service management solution with proven fast and efficient time-to-value.

To view the complete UCISA survey report, visit CIS Surveys - Corporate Information Systems - UCISA.

About UCISA

UCISA is a registered not-for-profit charity and supports its community by leading events and conferences, backed by surveys, reports, and best practice toolkits and guides that help our members meet the ever-increasing digital demands of the twenty-first-century education in the UK. In addition, the community collaborates, networks, and shares inspirational thinking, practices, and procedures so members can learn more, advance faster, and be more effective in their careers. IT also works closely with technology and digital service suppliers to the sector – helping them better understand education's needs to deliver the solutions needed most.

About TOPdesk

Since 1993, TOPdesk has helped organisations to improve their service delivery and create an environment where their employees can thrive. It does this with user-friendly, easy-to-integrate products

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that encourage working together alongside a highly engaged team that thrives on learning, sharing knowledge, and forming partnerships.

Today, there are more than 900 employees spread across 16 offices in 11 countries, helping a community of more than 4,500 organizations worldwide deliver better services. Customers rate TOPdesk a 4.6 out of 5 on Gartner Peer Insights. TOPdesk also received the "Best Customer Support" and "Best Usability" awards from TrustRadius. For more information, visit https://www.topdesk.com/.

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