No more *monkey business* thanks to

Web Help Desk™

Chester Zoo is the largest zoo in the UK and plays host to a diverse range of animal species from around the globe, Chester Zoo is to all intents and purposes a self-contained micro-community.
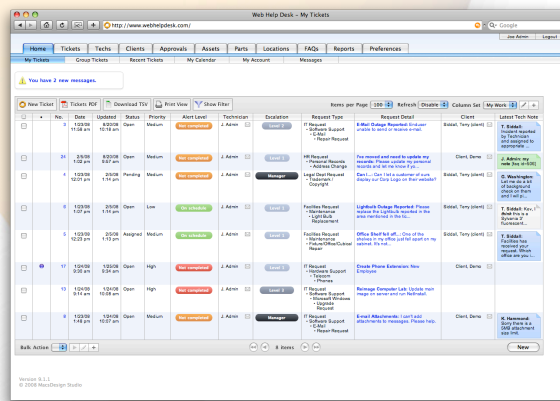
The nature of its business – and the hugely differing needs of its 'residents' – demands a unique management structure requiring almost military precision.

As the UK's largest Zoo, Chester is a showcase for the timeless attractions of our natural world, but for its day to day operation it embraces cutting edge technology – no more so than in its IT function. The zoo is home to around 220 PCs supported by 40 servers. They handle everything from controlling the 60 tills to maintaining the records for the Zoo's own in-house animal NHS service!

Meeting the zoo's diverse day-to-day needs

Chester Zoo evaluated a range of comparable technical support software packages before opting for

Web Help Desk™ developed by MacsDesign Studio, distributed and supported by UniPress Software. The zoo's requirement was for a cost-efficient, cross-platform, web-based interface which offered ease of use and total flexibility; in essence a

single product to co-ordinate and manage their hugely diverse day-to-day management needs.

The working zoo covers an area of around 110 acres, but has within its curtilage a further 250 acres of undeveloped land around its outer perimeter. Some of this is currently earmarked for development as part of the zoo's exciting new quarter of a million pound 'Natural Vision' project.

With an IT team overseeing an overall staff of up to 500, the need for effective

time-management is paramount:

'Job prioritisation is important,' explained IT supervisor, Martin King. 'Sending somebody to a far corner of the zoo on a wild goose chase can cost us at least half a man hour,' he explained.

Martin and his team have been hugely impressed by Web Help Desk's intuitive and highly user-friendly functions. End users can

"*Nothing falls through the cracks*"

- Martin King, IT Supervisor at Chester Zoo

interact with ease and the people working in the zoo can see the clear benefits the system brings: 'Web Help Desk has helped us identify a whole range of efficiencies. Literally nothing falls through the cracks, and all jobs and tasks are properly prioritised.'

Web Help Desk™ has also provided the zoo with a highly customised solution to its service desk

requirement and has become an integral part of the operation: 'We rely heavily on the product' said Martin. 'It's an everyday part of our IT lives. All jobs are logged onto the system along with information about how long they have taken and the solutions. The jobs can also carry links to knowledge base articles.'

Another hugely useful tool embedded within the Web Help Desk software is the survey feature. It facilitates ongoing assessment of the software and its effectiveness by enabling Martin to periodically poll his users. Based on their feedback the software can be tailored and adjusted for even greater functionality.

Possibly the most telling tribute to the effectiveness of the Web Help Desk™ solution has come from the people at the 'coal face'. A satisfaction survey distributed via Web Help Desk™ by Martin to the zoo's many users following the installation of the software, provided a ringing endorsement: 'They were all incredibly positive and can see the real benefits it brings to their working lives,' he said.

Martin also paid tribute to the all embracing support provided to the zoo by UniPress Software: 'In truth the system has been incredibly easy to

> *"...incredibly easy to master and operate"*
>
> - Martin King

master and operate,' stressed Martin. 'UniPress have always been extremely supportive and helpful'.

Chester Zoo is an evolving business and conservation organisation with a unique set of day-to-day management requirements. Web Help Desk™ has proved itself more than capable of providing the zoo's highly motivated IT team with an intuitive, easy to use management tool, which is suited to all facets of the operation.

Features available within the Web Help Desk Lite Edition include:

✓ Customer Web Portal
✓ Email-to-Ticket Conversion
✓ Service Request Prioritisation
✓ Ticket History
✓ Knowledge Base
✓ LDAP and Active Directory Integration
✓ SLA Email Alerts and Reminders
✓ Graphical Performance Reports

The Web Help Desk Pro Edition includes all features within the Lite Edition, plus:

✓ Asset Management
✓ Third Party Discovery Integration
✓ Customer Satisfaction Surveys
✓ Change Management and Approvals
✓ Task Management
✓ Billing and Invoicing

UK-Based Hosted SaaS Plans Available!

About Web Help Desk:
Founded in 1998 by MacsDesign Studio, the Web Help Desk software suite is the leading cross-platform service desk management solution for help desk and customer support professionals who seek to simplify and control their increasingly complex service environments. The extensive feature set of the Web Help Desk software addresses critical IT and support areas, including: Incident and Problem Management, Asset and Desktop Management, Knowledge Management, and Approval Workflow.

About UniPress Software Ltd:
UniPress Software was established in 1988 as the distributor in the UK and Ireland of web-based service desk automation software targeting mid-market companies, departments within large enterprise organisations, and small businesses. Having over 10 years experience in the help desk and service desk marketplace, UniPress Software has become renowned for its excellent technical support and customer service level.

Web Help Desk
Powerful Software for Support Management

UniPress SOFTWARE