

MAGNA HOUSING CASE STUDY



WHO ARE MAGNA HOUSING?

Magna Housing is an independent community based housing association positioned in the counties of Dorset and Somerset. With 450 members of staff, they collaborate with their customers, the local community and other organisations to create great homes together and provide excellent customer service.

THE CHALLENGE

Systemagic were employed to support the deployment of 250 new laptops to Magna Housing staff, which was rolled-out by ComputerWorld Group.

The main goal throughout this deployment was to become an extension of Magna Housing's internal IT department, who would have been overwhelmed by support requests during the roll-out. The level of support in which our team provided covered all issues relating to the set-up of the users' new laptops. For example, if a user needed assistance going through the set-up process of their machine, if they were experiencing any VMware issues or had any teething problems getting comfortable with their new set-up. As staff members at Magna were operating remotely it was vital our technicians were on hand to provide the necessary support each user required ensuring the whole process ran as smoothly as possible.

Our key focus was keeping response and resolution times to a minimum as well as making sure communication was clear and all staff members felt confident in using their new laptops keeping the pressure off of Magna's internal IT team.

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THE SOLUTION

We provided our client with a dedicated support number where all 250 users could call directly with their queries and speak to a technician straight away. Our Customer Experience Manager, Fiona checked in weekly with Magna's IT department to ensure the process was working effectively and discuss what improvements could be tweaked if needed. Our team also provided weekly statistics highlighting the number of tickets logged, total incoming calls and user feedback. By doing so our client could clearly see the value in which the team were adding throughout the deployment period.

The helpdesk team received excellent feedback from the users at Magna, so much so the client extended our support services for a further week to make sure all loose ends were tied up and all staff members had the opportunity to ask any further questions if needed.

"Working with Systemagic has been nothing short of excellent. Our users were ably assisted throughout the project and feedback coming back was very positive. We had regular meetings with Fiona to update us and always felt well communicated to. This gave us a lot of confidence and we wouldn't hesitate to use Systemagic again for a project like this."

David White - IT Operations Team Leader,
Magna Housing

WHO ARE SYSTEMAGIC?

At Systemagic we provide people-focused IT support, cloud and internet services with no long term contracts to businesses in Bath, Somerset, Wiltshire and beyond. We understand how vital technology is to your business and to the people involved in it. We take time to understand your business requirements and then provide tailored IT support and services.

Why not get in touch today?