



## COMPANY DETAILS

Imperial College, London is one of the best known Universities in the World.

## SERVICES PROVIDED

Development, hosting and support of a helpdesk system, plus the provision of an online payment gateway and interface to external telecoms platform.

# CASE STUDY

## IMPERIAL COLLEGE – STUDENT TELEPHONE/DATA PAYMENT SYSTEM AND HELPDESK

### THE CHALLENGE

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Students in Halls of residence at Imperial College can subscribe to in-room telephone and data/internet access services. These services were provided by different external suppliers and the helpdesk supporting them was managed by a third. An online helpdesk system was required to manage and audit reported problems.

In addition, there was a need for students (or their parents) to be able to “top-up” telephone credit and for these payments to then be passed on to an external telephone operator enabling/disabling calls. In return call pricing and call records were reflected back to the student’s account.

### OUR SOLUTION

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Our solution was based on a classic ASP coded web application, MySQL database, API to external suppliers, a payment gateway interfacing with a major bank, and extensive reporting functionality.

Helpdesk operations were managed on our online platform with helpdesk operators, external telecoms companies, and 3<sup>rd</sup> line support engineers having different levels of access, students having the ability to report issues online 24 hours a day, and automatic escalation routines.

In the 2 years of operation, telephone call payments of over £250000 passed through the system and thousands of helpdesk operations were successfully managed in association with a major network operator.

