

Winkworth

myCMware and Winkworth

Winkworth chose myCMware – servicedesk for its ease of use and functionality to replace the existing method of logging calls on an Excel database or manual process. The IT team provides comprehensive support from resolving basic level issues, through to troubleshooting on across the offices and franchise connections and wide area network connectivity, as well as sending firewalls out and assisting with remote set-up.

The IT department claims its low call to staff ratio is as a result of selecting myCMware -servicedesk. Using the automated mechanisms for customer access, such as Ticket Management and improved call logging, SLA Trigger, CMmail and email integration, the IT department handles over 500 calls per month. Since implementing the customer self-service options to track call progress, calls to the helpdesk have been dropped.

Escalations are also automatically notified when calls are nearing or in breach of Service Level Agreement times (SLAs). This visibility enables staff and management to take preventative action and as a result of this escalation procedure, 95% of the SLAs are being met.

According to Wilfred T, IT Manager at Winkworth, “Despite the company’s growth and increased demand on resources, the automation and efficiency provided by myCmware helped saved Winkworth the cost of employing additional support staff and enabled us to deploy existing staff more effectively.”

About Winkworth

Winkworth was established as an upmarket estate agency in 1835 and run by members of the Winkworth family, who then sold the agency in 1967. Since then the Winkworth reputation for expert knowledge and professional service continued to grow and broaden its market appeal, whilst maintaining its upmarket clientele. Then in 1981 with 10 offices in London, a decision was made to franchise the offices in order to maximise the benefits Winkworth could offer its clients.

As a dynamic estate agent Winkworth will always aim to broaden its horizons, whether through technological advances, marketing innovations or our rapidly expanding national presence. Whatever future advances Winkworth make sure it will always bring a better service for clients.