From August 2016 to July 2017 we received 94,254 CUSTOMER CALLS.

Methods of Contact:
- 57,717 email
- 25,365 phone
- 1,433 out-of-hours
- 2,771 self-service
- 66 walk-in
- 69 monitoring

How quickly do we fix faults?
- Same day
- Next day
- 3-5 days
- 6+ days

On average we resolve 58% of calls on first contact (during your initial phone call, or from your first email to us).

Which services do you call about? (To report faults or request services)
- Other
- Wireless
- Information Security
- Central Networks
- Backup and Archive Service
- Software Licensing
- Research Costing and Pricing
- DARS
- Student Records
- IAM
- Unified Communications
- HR Information Systems
- Email
- Managed Desktop Services
- Financial Systems
- Service Desk

Who’s Calling?

*Based on Customer-reported HEAT Incidents 2016-08-01 to 2017-07-31.