

## Helpdesk

### *Mechanical and Helpdesk Contractor Section 11.4*

Optimum Group Services provide a full, 24hr managed helpdesk facility for East London NHS Foundation Trust, with our trained operators handling calls from all parts of the Trust and engaging the correct supplier or sub-contractor to attend site where required.

Optimum Group services were appointed to provide a Helpdesk service to cover the 24 hour/ 7 days a week logging of all issues from a Flickering light to grounds keeping and Pest Control, across the 41 sites of the Trust.



OGS Administrator Jessica Morahan

Once a call is logged with OGS, we would then call the appropriate contractor and issue the job to them. Once placed, we would periodically check with the contractor to follow progress of the job, finally closing the Work Order once complete.

Once a month, the OGS Helpdesk will provide information on the number of calls received, with further information on the different types of work logged, plus information on how quickly the issue was resolved and closed.

We would then welcome feedback on the service provided and how our partnership can be improved, to better enable OGS provide the “Optimum Solution”.