

BESPOKE IT SERVICE DESK SOLUTION FOR WOODLAND TRUST

The Customer



The Woodland Trust is the UK's leading conservation charity, committed to protecting and restoring the nation's woodlands and trees. Managing over 1,000 sites across the UK and safeguarding nearly 26,000 hectares of woodland, the Trust plays a critical role in preserving biodiversity and combating climate change. Their ambitious tree-planting initiative aims to plant 50 million trees by 2025, fostering sustainable green spaces for future generations.

The Challenges

As the Woodland Trust grew, their existing IT service desk struggled to meet the demands of their expanding operations. The system faced long response times, difficulties in handling routine tasks, and lacked the personalised support needed for staff with diverse technical skills. The Trust needed a solution that would improve efficiency, enhance staff support, and better align with their environmental mission.

Our Approach

Transputec implemented a bespoke IT service desk solution, designed to integrate seamlessly with Woodland Trust's existing infrastructure. The approach focused on optimising cloud costs, enhancing cybersecurity, and providing 24/7 IT support, ensuring a more efficient and responsive service desk that aligned with the Trust's objectives and operational needs.

The Outcome

The new service desk significantly improved operational efficiency, thanks to cloud optimisation and enhanced security measures. Automation was key in reducing response times, freeing up the team to focus on higher-value tasks. The personalised, user-focused service also strengthened relationships with staff, boosting satisfaction and accelerating issue resolution. With more efficient IT support in place, the Woodland Trust team was empowered to concentrate on their core mission of conservation.



“Transputec is more than just a technical support provider; they are a true partner. They collaborate closely to ensure our IT operations run smoothly, taking the time to understand our challenges and tailor their services to meet our goals and operational needs.”

Aaron Campbell
Service Delivery Manager
Woodland Trust

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