



TRANSPUTEC

**BESPOKE IT SERVICE DESK  
SOLUTION FOR WOODLAND  
TRUST**

CASE STUDY



# 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.

"Beyond their technical expertise, what truly sets Transputec apart is their genuine passion for service excellence. They take pride in the quality of support they provide, and this is reflected in the consistently positive feedback we receive from our staff. Through their customer satisfaction metrics, we've seen first-hand the impact of their dedication, with employees across the organisation frequently praising the responsiveness, knowledge, and helpfulness of the service desk team."

**Aaron Campbell, Service Delivery Manager, WT**





# THE CHALLENGE

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.



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From the very beginning, Transputec has demonstrated a deep understanding of the Woodland Trust’s unique needs, delivering a professional, knowledgeable, and highly flexible managed IT service. Their approach goes beyond simply providing technical support; they are a true partner, working collaboratively to ensure our IT operations run smoothly and efficiently. Unlike rigid, faceless service providers, Transputec takes the time to understand our challenges, adapting their service to align with our goals and operational demands.”

Aaron Campbell, Service Delivery Manager, Woodland Trust  
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# TRANSPUTEC

Transputec, House 19  
Heather Park Drive  
Wembley, London HA0 1SS

+44 (0) 20 8584 1400 (Enquiries)  
+44 (0) 20 8584 1440 (Support Desk)

For more information please visit [www.transputec.com](http://www.transputec.com)

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