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HiDef Aerial Surveying Ltd – Andy MacBain

“Set3 Solutions are the whole package – advice, sales and consultancy that’s tailored for your business”

When sharp, accurate and fast, high-definition landscaping is expected by their clients, HiDef Aerial Surveying Ltd, expect the same accuracy and quick delivery from their IT solutions.

That’s why they know and trust Set3 Solutions to provide IT service management, in the form of ManageEngine’s ServiceDesk Plus, to deliver an efficient, reliable, and scalable help desk.

As Andy MacBain, Head of ICT at HiDef, details here, there really is no other choice than Set3 Solutions to deliver trusted and expert sales advice, installation, and consultancy on ServiceDesk Plus.

“Having originally considered around five help desk options, we unanimously agreed upon ServiceDesk Plus because of its price, plug-ins, flexibility, integration, and ease of use. It means we can maximise its offerings quickly and reliably throughout our business when the need arises, with fast results.

What was also immediately apparent, when looking for a help desk option, was Set3 Solutions' knowledge and experience. They provide a full-service offering – advice, sales, deployment, and consultancy – for our ServiceDesk Plus requirements. They are the whole package.

They have guided our business to ensure we are getting the very most out of the ServiceDesk Plus suite, so much so that we are now extending our reliance on it for use within other departments. This increased usage has seen us upgrade to the Enterprise Edition and as such we have taken advantage of their Technical Director, Nigel Arnold’s expertise to deploy through the business.

The benefit of using Set3 Solutions for sales is that they can immediately advise on how we implement new products and service upgrades; as the sales team clearly know the suite inside and out and can provide active demos and webinars.

Nigel is then on hand to offer consultancy and training to our team, either individually or in group sessions. We have done this remotely and through cloud. We have trained many of our team through his patient and practiced experience. Nigel's proficient knowledge of ServiceDesk Plus means that if we have a business need, he can instantly advise whether it will or won't work. If it won't, he is, by and large, able to provide a solution that will. This means there are no errors, no teething problems, instead just quick, proven, and steadfast resolutions.

What this means essentially, is we are future-proofing our business. We have peace of mind, confidence, and assurance in the ServiceDesk Plus suite.

This type of advice makes the system seem as if it has been tailored exactly to our business prerequisites.

Personable, knowledgeable and where no issue is too much trouble, we highly recommend Set3 Solutions to any business.”

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