

# Abri Housing Association: Our Service Desk Certification Journey



## Who is Abri?

We're Abri, a not-for-profit housing association based in the south of England (one of the largest). We've got 35,000 homes and work on behalf of 80,000 customers. There aren't enough homes for everyone who needs one and we don't think that's right so we build, own, look after and sell homes that people can afford.

## Tell us about your service desk

The Service Desk is made up of 16 colleagues, with the majority of the team spread across two main offices located in Eastleigh and Yeovil. On average the team manage around 2,500 tickets per month, supporting more than 1,600 colleagues.

*“ We knew we needed to improve, the challenge was understanding the key areas to focus on. ”*

## When did you decide to pursue Service Desk Certification?

A colleague within the team attended an SDI training course where SDC was referenced. This is where our interest was first piqued, then we signed up for the programme in 2019.

## How was your experience of working with SDI?

Excellent! The support provided by the SDI team and the flexibility throughout the SDC programme was a credit to SDI.

---

## What were some of your key highlights and challenges?

The journey was an interesting one, with an organisational integration and a global pandemic thrown into the mix. One of the main highlights was how the programme reenergised the team's focus, as well as of course achieving Proactive Service Desk Certification!

The key difficulties came in implementing some of our improvement processes while working remotely through the pandemic. However, where there is a will there is a way, and the team made it happen!

“  
*The programme reenergised the team's focus.*  
”

## Has your team benefited from going through the process?

Completely. We knew as a team we needed to improve, the challenge was understanding the key areas to focus on. This is where the SDC programme provided us with the tools to develop. The pre-SDC workshop highlighted our current position, showing us what our focus should be.

It wasn't an easy ride and there are still many steps we can take to grow further, but we have improved, and the benefits are there for our internal customers and colleagues to see.

A renewed sense of pride for the team was for me a big secondary benefit.

## What future plans do you have for the service operation?

To continue to improve our Services and strive to achieve Customer-Led Certification; the next accreditation level within the SDC programme.



Phil Tyler,  
IT Service Desk Manager, Abri

---



Transform your service:  
[servicedeskintstitute.com/SDC](https://servicedeskintstitute.com/SDC)