

National Trust use SCC.



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National
Trust

“But for me, delivering that great customer service is all around simplicity. So it's simple services, delivered really effectively. SCC is an extension of our team.

“We were an unusual customer, and SCC has been working with us for a long time. We've changed the way we're doing things in IT.

“Driving that simplicity is all about a supplier responding to us, and really converting themselves into a partner. So making partnerships work is really easy. It's about understanding the positive outcomes we're trying to achieve together, and just having really simple measures.

“SCC is providing that same love of my people and places as I am. They're an extension of my team, and they do that in everything they do.

“SCC plays a really important part in our alliance. They're at the front line, taking calls and visiting properties. At the

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“The positive outcomes are about value for money, cutting costs and delivering simplicity. From the customer's view; one of our values is 'love places' and it's really important to me that our partners also love our places.

“Some examples of where SCC is already doing that is branding our service desk, going out on training and sending out named engineers wearing our branded clothing.

“In the future, we'd really like SCC to continue to grow with us, to help deliver that really good customer service and grow the nation's love for special places, forever, for everyone.”

Lauren Tennant, Head of IT Service Delivery