



Berling Media AB



Case Study Service Desk

Helpdesk Datasupport AB and Berling Media AB
Berling Media AB has been a client of Helpdesk since 2006

Maximizing employee productivity

The client

Berling Media AB isn't just one of the larger publishing conglomerates in Sweden; it's also one of the oldest (their first book was published in 1827). Today, they produce books, magazines and websites that reach people of all ages in most Swedish homes, in every school and church and in many offices all over the country.

The Berling Media project

In 2006 when Berling Media and Helpdesk joined forces, they were in the process of renewing their entire IT-infrastructure. Helpdesk was given the confidence of providing their employees with a Service Desk while Atea – a partner of both Helpdesk and Berling Media – were to provide the IT-infrastructure.

The outcome

The project was successfully implemented and our Service Desk continues to provide Berling Media's employees as well as their IT-department with valuable help. The original contract has since then been renewed.