

Helpdesk in Numbers

Within this year landed @ UITS
helpdesk:

19,621 telephone calls

15,000 emails

And

7,558 support cases successfully resolved



Faxes in Numbers



11,307 ↑ efax pages were sent annually

7,029 ↓ efax pages were received annually

Number of Managed central directory
users are: **77,000 +**

Number of computers: **10,000+**

Number of domain controllers are: **21**