



**Aspire**Assist 24/7 HelpDesk

**Aspire Assist 24/7 HelpDesk**  
London



**aspire**  
one team one vision



## AspireAssist 24/7 HelpDesk

Contact us directly to report an issue or receive help.

### Aspire Assist 24/7 HelpDesk

To enhance the level of service to our customers and enable more effective management of the London Portfolio all customers are able to contact the Aspire Assist HelpDesk, which provides a dedicated 24/7 point of contact for all operational issues.

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The purpose of this service is not to replace the one to one contact with members of the team, but to guarantee additional connectivity and availability alongside it.

A further benefit to this service is the Aspire Assist Portal. Access to the portal can be given by contacting the helpdesk or your Operations Manager. Customers will be given a unique ticket number which allows them to track the call through to completion. The building management team also have access to the system and can track the status of the ticket at any time.

In addition to providing a communication hub for London the helpdesk is pivotal in collecting data about the planned maintenance regime in our properties and also detailed reports on our productivity, which can only improve maintenance schedules and increase asset reliability.

### REGISTER HERE

#### Need assistance?

The Aspire Assist 24/7 HelpDesk can be contacted on any of the below:

**Freephone:** 0800 121 8100

**Email:** [assist@landsec.com](mailto:assist@landsec.com)

**Portal:** [assist.landseclink.com](https://assist.landseclink.com)



CUSTOMER  
SERVICE  
CENTRE

AspireAssist

– Support Tickets

– LiveChat

– HelpLine

– Assist Email

– VideoChat





CUSTOMER  
SERVICE  
CENTRE

**AspireAssist**

Landsec offers a 24/7 support service, direct from our innovative new Customer Service Centre.

[assist.landseclink.com](http://assist.landseclink.com)  
[aspireasone.co.uk](http://aspireasone.co.uk)



**Landsec**  
Link

This document supports the information on our online customer portal.



*AspireAssist*  
24/7 HelpDesk



My Property



Landsec  
Portals



Knowledge  
Base

[landseclink.com](http://landseclink.com)

## Land Securities Group PLC

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