



an adept4 infrastructure service

Managed Service Desk

Key Benefits

- Fixed costs
- Multi-lingual capability
- Scalable and adaptable leading technology
- Fast, effective deployment
- Best practice methodology (inc. ITIL)
- Defined SLA
- Populated asset registry

The Challenge

The complex and critical nature of business systems dictates that organisations need to manage, control and understand the problems and changes that take place within that environment.

The service desk is the focus of that activity and is the most efficient means of ensuring downtime is limited, users are happy and productivity is maintained.

Do any of these issues seem familiar to you?

- IT departments spend too much time managing the call process rather than fixing the problem
- Service levels are driven up within the business by demands on availability
- Environments are dynamic and are both costly and difficult to track
- Support resource is difficult to keep after trained and continuity is hard to maintain
- Resources are limited to deal with new projects
- Time to resolve problems is shorter due to business demands
- No ability to understand

behaviour of problems and change on which to base decisions

- Service Desk solutions are costly and time consuming to deploy and maintain
- Difficult to define business processes on which to base the service desk

The Solution

The adept4 team has considerable experience in developing bespoke service desk solutions and it is this expertise that forms the basis of the service.

Managed Service Desk is designed to remove the typical business pains that many organisations feel in the deployment and maintenance of a service desk.

These typically include:

- Cost of deployment
- Cost of configuration, training and support
- Shortage of resource to manage the service desk
- Lack of staff continuity once trained
- Inability to define proactive best practices to deliver effective problem and change management



Managed Service Desk

The adept4 Managed Service Desk allows organisations of all sizes and complexity to take advantage of a mature, enterprise-class solution delivered in a flexible manner. Multi-lingual support is also available should you have international operations either now, or in the future

Service Details

This service provides the capability for named personnel to log calls via telephone, email and via the web interface into the Managed Service Desk. All assets and contacts would be loaded and managed by adept4 personnel, along with specified process and service level management. In addition, it would also enable, via data partitioning, named personnel to view call queues and re-assign and manage calls as required using the web interface.

At a user level the Service Desk provides for the resolution, at a first line support level, of user-related issues against common desktop applications. The adept4 support staff will assist users to resolve these simple issues prior to escalation to a second line team that could be from either adept4 or within your own IT support department.

Reporting

Service Level Reporting is made available from the Service Desk to the adept4 Web portal so that key statistics on call requests, logged activity and call to response and fix times are instantly available.

This provides the management information necessary to effectively understand the nature of the support that is both required and delivered. The service also includes an automated inventory and asset report that provides regular audits of the hardware and software deployed at the desktop level of the supported users

Conclusion

The adept4 Managed Service Desk is the ideal way for organisations to both improve the efficiency of their internal systems and control costs. Contact us today on 01925 607060 for further details.

“support your infrastructure”