

# Enterprise Service Desk Solutions

Reliable, Personalized End-User IT Support



## The Challenge

If you're like most organizations, your IT department has too much on its plate. Not only is IT responsible for making strategic technology decisions to support the business, but also has to manage end-user technical support for employees. Providing helpful, efficient support (sometimes 24/7) is a challenge. Dealing with IT staff turnover, vacations, illness and ensuring you have qualified team members, just adds to the complexity.

## Helping You Do More

Fully Managed has decades of experience helping companies across North America support their end users. Our Enterprise Service Desk solutions give you the ability to hand off some or all front-line technical support. Our trained experts can handle all technical support requests or extend the capabilities of your in-house team. Our ITIL-based, SLA-driven services are customizable to meet your unique needs. On your behalf we handle the day-to-day support issues, so you can focus on more strategic technology tasks.

## Meeting Your Needs

Our Service Desk solutions are tailored to meet your specific requirements:



Service Level  
Required



Hours of Service  
Required: Business  
Hours, After Hours,  
24x7, Seasonal/  
Cyclical



Service Ticket  
Volume



Average Speed  
to Handle

## The Benefits

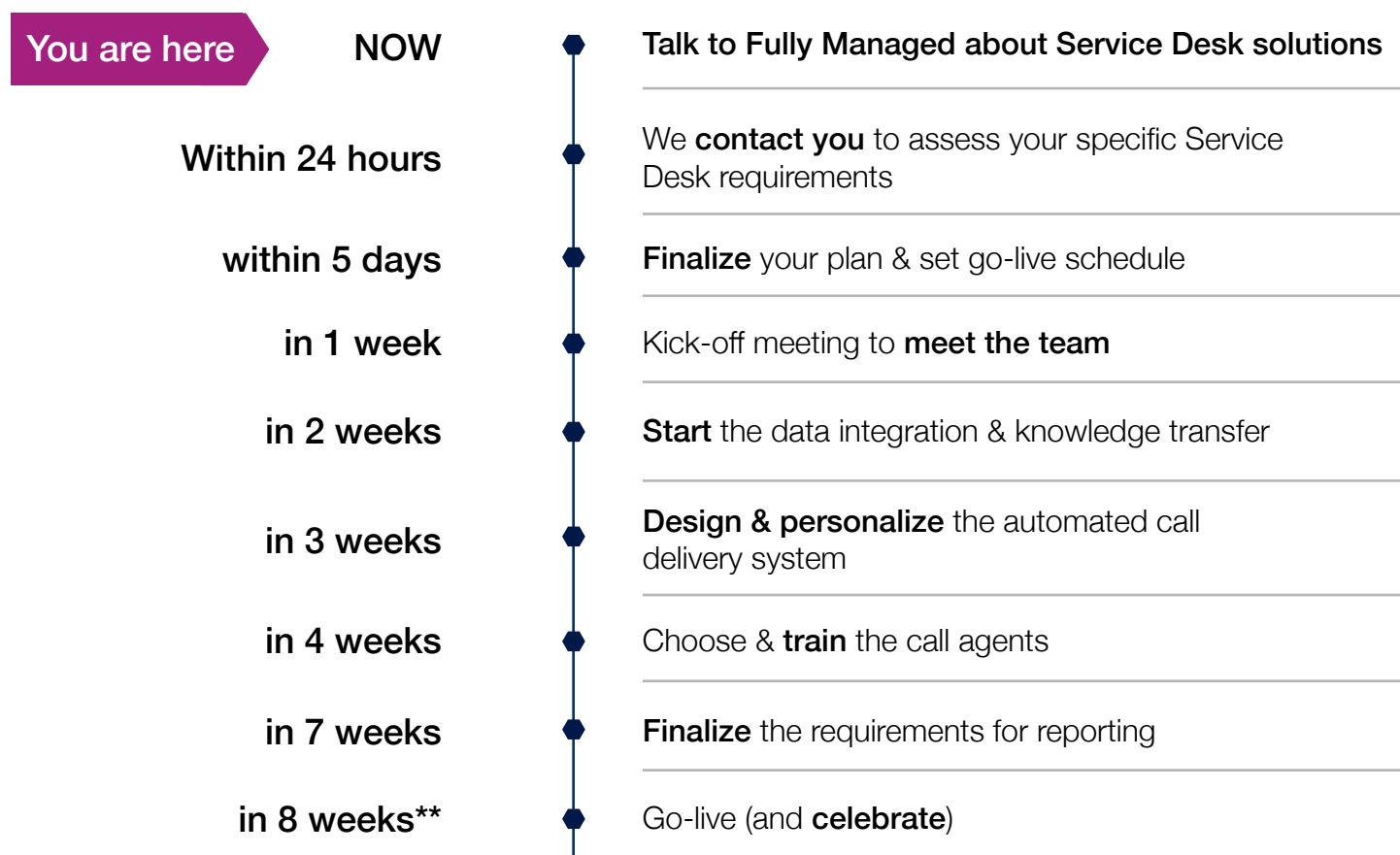
- Personalized service from qualified North-America based service technicians
- Team approach: rely on the collective skills and knowledge of our trained experts
- ITIL-based industry best practices and world-class IT service management
- SLA-driven service
- Greater efficiency and reduced support costs
- Virtually eliminate IT helpdesk staffing challenges
- Re-focus internal IT to higher-value, strategic tasks
- Increased end-user/employee satisfaction
- Multiple points of contact for support

# Flexible Service Desk Solutions

Tailored Service Desk solutions to meet unique business needs.\*

BUSINESS HOURS:	AFTER HOURS/OFF-PEAK:	AROUND-THE-CLOCK:
Need support from 9 to 5 <input checked="" type="checkbox"/>	Need extended-hour support <input checked="" type="checkbox"/>	Need support 24x7 <input checked="" type="checkbox"/>
No internal IT or understaffed team <input checked="" type="checkbox"/>	Ticket volumes too low to hire extra staff <input checked="" type="checkbox"/>	Supporting end users is mission-critical <input checked="" type="checkbox"/>
IT staffing challenges <input checked="" type="checkbox"/>	Want to avoid burnout of existing staff <input checked="" type="checkbox"/>	Limiting downtime and improving satisfaction are priorities <input checked="" type="checkbox"/>
Free up team for strategic projects <input checked="" type="checkbox"/>	Need solution for cyclical increases in ticket volume <input checked="" type="checkbox"/>	Want a focused, specialized team providing support <input checked="" type="checkbox"/>
Need ticketing system or to improve current tools <input checked="" type="checkbox"/>	Multi-location business in need of centralized ITSM <input checked="" type="checkbox"/>	Need efficient ITSM system to support business <input checked="" type="checkbox"/>

## Get Up And Running Fast With Fully Managed Enterprise Service Desk



\* Sample Service Desk configurations based on possible use cases.

\*\*Average service desk deployment timeline - dependent on unique business requirements.