

# SERVICE DESK



When things go wrong, you need them put right, but supporting today’s complex IT environments can be costly. Users and customers may be all around the globe – a “9 to 5” response just isn’t adequate.

Employees and customers access your IT around the clock, from anywhere in the world and from a range of devices. Internal IT systems are more complex than ever. The days of monolithic IT systems are gone and different departments look to whatever application delivers the results they need.

The CIO is expected to support an ever more complex estate around both the clock and the globe, meeting users’ needs on one hand and managing multiple vendors on the other. All whilst keeping within budget.

The enablesIT Service Desk provides you with a single point of accountability. Serviced from three continents, our global service desk gives users unlimited access to our technical teams, 24 hours a day, 7 days a week.

Our engineers support all of the solutions we deploy and respond to thousands of requests each month, reducing your users’ down-time and enabling them to concentrate on what they do best.

## KEY FEATURES OF SERVICE DESK INCLUDE:

- A single point of contact, ownership and accountability
- Global, round the clock support serviced from three international locations
- Highly experienced and certified engineers with skills across a wide range of technologies
- Regular reporting and analysis support
- 1st, 2nd and 3rd line engineering support across infrastructure and desktop technologies
- Proactive maintenance
- Simplifies and centralises IT support management

## BENEFITS:

- Resolve issues quickly with a single point of ownership through to resolution
- Enable users to stay effective, wherever they are with round the clock IT support
- Increase business agility and innovation with the skills available to support new technologies
- Reduce down-time and improve service to the organisation
- Increase business resilience
- Anticipate issues and prevent major problems with regular analysis and trend reporting
- Control budgets with a known cost for IT management

FOR MORE INFORMATION ABOUT ENABLESIT’S SOLUTIONS



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