

SERVICE DESK

We take our fully managed ITO solutions a step further. In our Service Desk offering, we act as a natural extension of your IT Team, taking full ownership of every case, end-to-end.

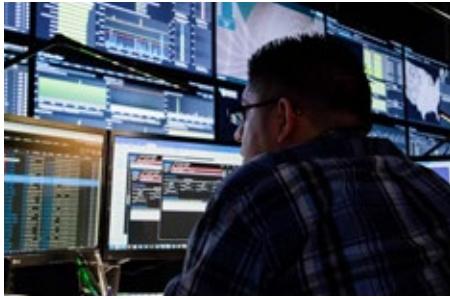
By integrating your business processes into service management, your end users will receive direct access to technical support resources and client satisfaction.



SUPPORT

BENEFITS

SERVICE DESK



UNITAS SUPPORT

L1 | L2 | L3 Support : Desktop Techs + Certified Engineers

SERVICE REQUEST TRACKING + MANAGEMENT

SOFTWARE DISTRIBUTION AND PATCHING COORDINATION

VENDOR ESCALATION TO IN-SCOPE SERVICE PROVIDERS

ONE NUMBER FOR ALL END-USER SUPPORT ISSUES

PC REPAIR MANAGEMENT AND TRACKING

SOFTWARE DISTRIBUTION AND PATCHING COORDINATION

VENDOR MANAGEMENT

MONTHLY SERVICE DELIVERY REPORTING

PORTAL VIEW: CALL TICKET HISTORY FOR AUTHORIZED CLIENT CONTACTS

PC SUPPORT, REMOTE TROUBLESHOOTING VIA REMOTE CONNECTION TOOLS

TECH SUPPORT FOR STANDARD DESKTOP APPS

ROUTINE STATUS/PLANNING INTERACTION BETWEEN UNITAS + CLIENT LIAISONS

USER ACCOUNT MANAGEMENT: ADD, MODIFY, DISABLE FOR IN-SCOPE APPS

TICKET ESCALATION OR HANDOFF, AS PRE-DEFINED

BENEFITS

CONTROL Complete ownership of the case end-to-end regardless of the need of escalation
USER CENTRIC User-centered approach provides the user with an informed contact for all IT requirements
CLIENT COMMITMENT Committed to achieving the highest levels of client satisfaction \\ Emphasis on adding value to every issue we investigate \\ High touch communication
IT LEADERSHIP Works as an extension of the client's IT Leadership

ONE-ON-ONE One-on-one user support for daily technical needs
COMMUNITY FOCUS Provides the communication channel for all service management within the user community - includes change requests + software licensing
ONGOING IMPROVEMENTS Ongoing development and growth of client-specific knowledge base to improve response and service over the life of the contract