



Service Desk

Our Service Desk solutions provide you with the right answers, right when you need them. Your IT issues are not only tracked and resolved. They're also analyzed to enhance employee performance and increase productivity.

Call your Account Executive today to learn more.

**800-700-1000
pcm.com**



Our Service Desk clients never have to wonder what they are getting for their money because our robust and customizable reporting capabilities demonstrate the results.

We can help you build a reliable support infrastructure

No matter how well-designed and robust your infrastructure may be, problems will always pop up. Inboxes stop receiving e-mails, software fails to load, and shared databases become inaccessible. Issues are inevitable. But you can't let them disrupt your productivity. That's where we step in.

Our comprehensive Service Desk solutions are tailored to meet the demands of your organization. Whether you're a small business with ten employees or a multinational enterprise with 10,000 workers, we can deliver exceptional support to ensure your systems are up and running — and that your teams can use all the tools at their disposal.

Our commitment far exceeds merely responding to and resolving issues. We strive to reduce your overall need for support by deploying cutting-edge service technology, working with highly qualified Service Analysts, and developing innovative new approaches to delivering the best customer support. That's why all of our Service Desk solutions include:

- ▶ **Concierge Service** — Manned by our Service Analysts, the Concierge is the end users' advocate in driving issue resolution and managing the quality of the service experience.
- ▶ **Total Incident Ownership** — No matter where the point of resolution may occur, our Analysts own the service experience to ensure quality service delivery.
- ▶ **ServiceNow** — Utilizing ServiceNow as our ITSM platform promotes best practice delivery standards, visibility of service data, and a customizable interface that connects our Service Analysts to your end users.
- ▶ **Low-touch Support Methodology** — We focus on maximizing the productivity of our

remote support tools and minimizing the expense of on-site servicing.

- ▶ **Relevant Technical Support** — By understanding your business, we're able to provide support that's relevant to your end users.
- ▶ **Quality of the Service Experience** — Not only do we resolve the issue as quickly as possible, but we also ensure your end user has a quality service experience.

Service Availability

When an issue arises, you need the piece of mind that it will be handled quickly, effectively, and professionally. That's why our Service Desk solutions provide you with:

- ▶ 24x7x365 service coverage
- ▶ Multiple inbound service channels that allow end users to request services when they want and how they want
- ▶ Traditional chat service and user self service with ACD voice
- ▶ Balance of resource-dependant support and innovative non-voice methodologies

Expert Service Analysts

Our experienced Service Analysts are the backbone of our Service Desk solutions. Drawing from a deep understanding of the human side of technology, they:

- ▶ Serve as your end users' go-to technical support concierge
- ▶ Receive specialized training to handle your unique business support needs
- ▶ Deliver both expert technical support (ITIL foundations and core desktop requirements) and first-class customer service

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When phone, chat, and self service aren't enough, our Service Analysts can provide live, in-person technical assistance to solve the most troublesome issues and help get your employees back to full productivity.

Service Desk Management Processes

Our goal is to ensure you receive consistently high levels of Service Desk support, and we do so by following proven best practices and employing process-driven methodologies:

- ▶ Utilization of ITIL best practices tailored to your business environment
- ▶ Engagement of Process Coordinators to ensure consistency in delivery and execution of best practice standards
- ▶ Processes driven through our ITSM technologies to automate process workflow in a timely and consistent manner
- ▶ All activities are tied to SLA performance targets and monitored by real-time reporting dashboards available through our ITSM

Service Desk Technologies

Providing support for today's complex infrastructures requires equally advanced service technologies. We've built our Service Desk toolset from an impressive array of advanced technologies, including:

- ▶ **ServiceNow MSP** — A Gartner Magic Quadrant-rated platform that forms the core ITSM for all of our Service Desk solutions. As the owners of a ServiceNow MSP platform, we can provide you with your own segmented ServiceNow domain complete with all the functionality and features of the toolset but at a reduced operating cost.
- ▶ **Kaseya Asset Management** — Integrated with ServiceNow, Kaseya helps maximize

your assets' productivity and lower their costs throughout their lifecycle.

- ▶ **Cisco Call Center Enterprise** — A robust call center platform for intelligent contact routing, call treatment, network-to-desktop computer telephony integration, and more.
- ▶ **ZOOM Quality Management Suite** — An advanced call recording, monitoring, and management system to ensure compliance and aid in Service Analyst training.

If you're ready to free up your internal IT resources, reduce your costs, and receive high-quality service, we're here to help. Contact your Account Executive today for more details about our customized Service Desk solutions.