northgate MANAGED SERVICES

Service Desk

Provide a single point of contact to record and resolve IT issues minimising disruption to business operations.

Managing your IT service issues is one of the core areas of any organisation and a key factor in success or failure. So it deserves to be top of your agenda. Companies without a unified source of professional service desk can face the following issues:

- Ownership and accountability, because different parties are delivering the overall service to users and clients.
- Insufficient understanding of the internal customers. Who are they, what are their business needs and who are their service users?
- Reactive rather than proactive. A service that is continually putting out fires is not working as effectively as it could to support the business.
- Poor monitoring and management. Without a central focus for delivering service management functions, your business is unable to detect, record, classify and manage incidents effectively.
- Lack of standards. No ITIL framework or principles are being applied. Elements are so scattered, nothing can be measured to ensure your service is being delivered productively and to the highest standards.

Impact of failure to act

Fail to support this important area and the entire organisation suffers. Ad-hoc service provision damages competitiveness by:

- No public face for internal IT services. Your service will appear unprofessional and disjointed. Some services will slip through the cracks and won't be delivered. The result: poor user and customer perception.
- Inadequate communications to users and clients. Without good customer knowledge, your service design will be ineffective at meeting their needs and uncompetitive in today's high pressure marketplace. This problem is compounded if you are failing to record internal customer contacts or any other data – valuable reference material.

- Downtime and unreliable availability for users. If the service is not helping staff stay productive and functional, dissatisfaction is the natural outcome. At the same time, for your internal service teams, poor quality can be very unsettling. There is no proper structure for career progression and no opportunities to move beyond fire fighting tasks, therefore motivation and productivity are casualties.
- Loss in productivity and revenue. Internal customers who require additional services no longer have confidence in you and go elsewhere.
- Competitors achieve a distinct advantage. Without proper standards in place, best practice cannot be applied satisfactorily.

Business Requirement

Get your service act together with a consolidated, specialist, well-resourced solution that offers:

- A single point of contact for all users. Functions would cover: ownership, monitoring and communication of all incidents.
- The ability to record in detail all transactions, incidents and changes. Also, to communicate with customers in ways that are relevant and effective for them. Good customer relations and reporting are essential.
- A focus on productivity. This means being proactive to prevent problems before they happen, using expert resources to fix the root cause of problems at source.
- Business-aligned customer support. The basis for all elements of Service Management. The Service Desk should also be able to upsell additional services to customers.
- Industry standards and best practice. If these are in place, customers can be confident the job will be done promptly and correctly.

The Northgate Service Desk Solution

Northgate can take your service responsibilities off your shoulders by setting up and managing a unified, focused Service Desk for your business. Our single source support consists of:

- Centralised 24x7 Service Desk for all issues, enabling you to offer 24/7 support. Northgate's client engagement model ensure that all parties are fully aware of ownership and responsibilities.
- Escalation processes and procedures with full communication to the end user and client.
- Third party management and negotiation on behalf of your customers.
- Acess to a greater pool of resources. As part of a focussed Service Desk team Northgate gives extra flexibility and provides added cover for sickness, holidays and peak periods.
- Proactive Service Delivery. We employ innovative methods of call logging and tracking, Remote Client Access, EDI. 60% of lincidents are resolved with first time fix.
- Skills at your disposal to deliver all of the ITIL Service Management Practices incorporating Service Design, Service Strategy, Service Operation, Service Transition and Continual Service Improvement.
- Implementation of Best Practice. Using industry leading technology which operates within ITIL Service Management Practices, Northgate is able to deliver a continuously improving and effective level of service.

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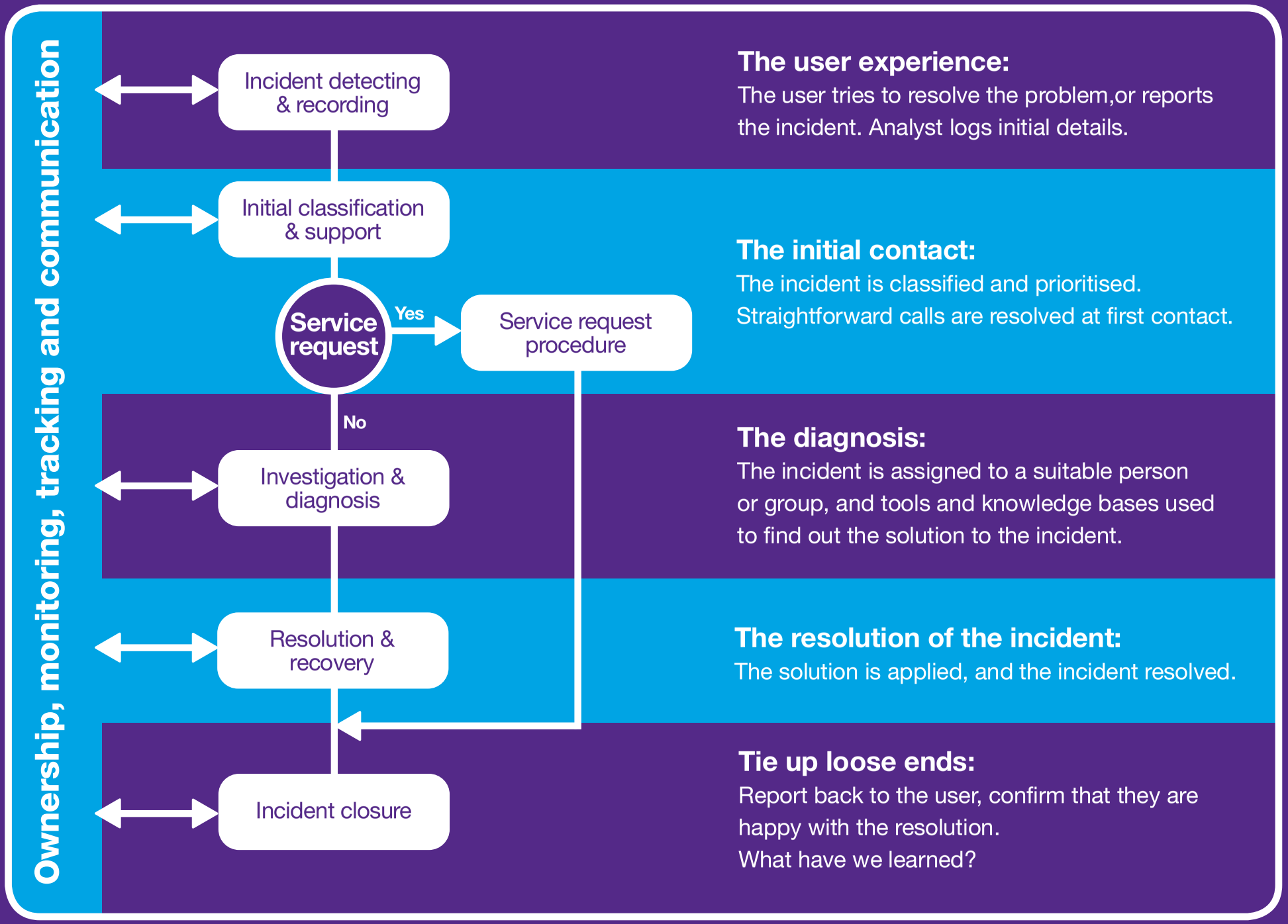

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making **IT** work

Benefits of the Northgate Service Desk Solution

Northgate are market leaders and innovators in this field. Let us take total ownership of your ICT estate and both your business and your customers will enjoy the advantages.

- Customers have the convenience of a single point of contact for all. Accountability and manageability are simple and straightforward through clear operating processes.
- Your business is seen as customer service orientated. Not only are the needs of your clients at the forefront of your service design and provision, you are continually improving in line with client needs. All this is possible because you now have the ability to gather and put to use valuable customer information.
- Your business works more productively. Northgate helps you and your customers enhance productivity via a proactive service driven by customer needs. The use of new technology means that customers are more satisfied and your internal team feels more empowered and focused. And as the service evolves and improves, so will your company's knowledge.
- You enjoy a consolidated view across all incidents, problems, changes and asset and configuration management. Unified Service Level Management can provide a single central configuration management database.
- You adhere to best practice, with design which, from its inception, is based around ITIL. The result: confidence in systems internally and externally.

Testimonial

"The provision of a first line support Service Desk by Northgate has allowed me to concentrate more on strategic issues without having to worry about the day to day IT Service Desk function. The service, which achieves a first time fix rate in excess of 75%, keeps me up-to-date with progress and changes including escalations to other support groups**"**.
Independant Health Agency, Northern Ireland.

connect MOBILITY AND ACCESS | manage ASSET MANAGEMENT | store DATA MANAGEMENT | protect SECURITY MANAGEMENT | converge UNIFIED COMMS | conserve SUSTAINABILITY

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