

# ENTERPRISE SERVICE DESK

## TRANSFORM YOUR ENTERPRISE SERVICE DESK. ELEVATE END-USER EXPERIENCE

Rapid digitization of end user workplace environment is paving the way for Enterprise Service Desk transformation. Fast-changing demands from today's 24/7 connected users

with multiple devices, make it challenging for enterprise IT to remain responsive, quick, and personalized.

### HOW WE HELP

Microland provides flexible, responsive, and high-performing managed Enterprise Service Desk. We expand the scope of service desk management from a traditional reactive function providing incident management and support services, to a new, proactive function where it provides end user support through forecasted updates and notifications.

Enterprise Service Desk is the nerve center of IT support and improves Level 2/ Level 3 performance of other services such as network, server, etc. by:

- Being the SPOC for incident management activities to centrally track all tickets to logical closure by coordinating with stakeholders.

- Enabling telecom solutions including call routing and ACD /IVR globally.
- Ensuring call tree building in service desk to enable problem management across all infrastructure domains.
- Conducting transaction CSAT and focus group meetings to understand challenges in driving better user experience.
- Ensuring metrics-driven management with KPIs for efficiency (cost per call), effectiveness (response times, resolution times), user experience (CSAT, call abandon rate, average speed of answer) and user productivity (ROFC, calls /user), etc.

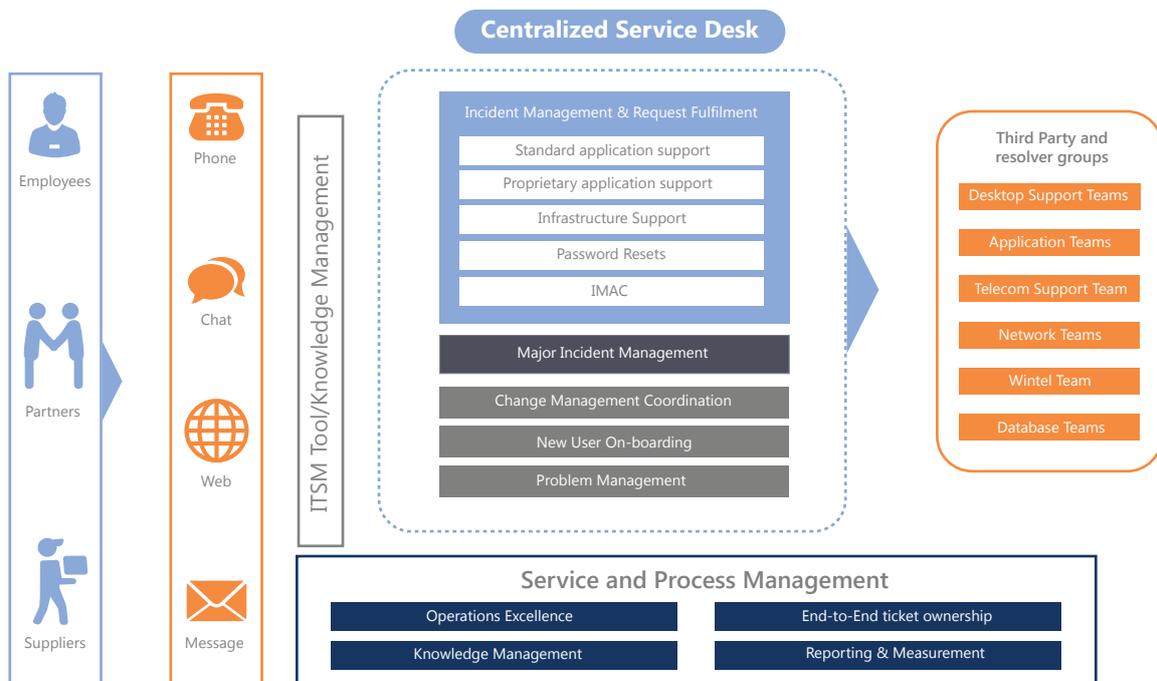


Figure 1: Depicts our service desk delivery model.

## WHAT YOU CAN EXPECT

Outputs of our Enterprise Service Desk include:

- Automation of standard service requests and utilization of self-service portal for incident control
- Context-based auto ticket assignment process that increases first contact resolution rates and CSAT scores
- Proactive end user environment monitoring and trend analysis that avoids issues before impacting user productivity
- Building multi-channel support by integrating email, telephone, text, on-demand chat, remote diagnostics, and corporate social platforms
- Continual training of your IT teams by our service desk analysts to build a knowledge-centric IT service desk function
- Utilization of Left Shift methodology to reduce cost and downtime.

## WHAT SETS US APART

Our key domain differentiators include:

### Complete Suite of Homegrown Management Tools

In-house tools (see Figure 2) ensure robust Service desk management.

Tools/IP	Purpose
SMART <b>ACD</b>	Automated calls to users for issue resolution
Smart <b>Deal</b>	Health check up and remote healing of endpoint devices
<b>Messenger</b>	Communication broadcast platform / IM support
smart <b>center</b> <small>Industrialized IT Service Management</small>	Service Management, Orchestration, Analytics
<b>MICROWhiz</b>	Operations Orchestrator and Productivity Enhancer
<b>Global Collaboration Cockpit</b>	An integrated dashboard for M&C Ecosystem Management
<b>ReportCentral</b> ™	Extensive customized service reporting
<b>AutomationScripts</b>	500+ automation scripts for issue remediation

Figure 2: Service Desk Management Tools

### Service Desk Maturity Framework

This framework (see Figure 3) assesses your current service desk operations maturity, builds a plan, and assists movement

from the current to a “Business Centric” state within defined time lines.

<b>Business Centric</b>	<ul style="list-style-type: none"> <li>Aligned with business objectives</li> <li>High level of automation</li> <li>Social</li> </ul>	<ul style="list-style-type: none"> <li>Self Service</li> <li>Business Productivity</li> <li>Customer Delight</li> </ul>
<b>Customer Centric</b>	<ul style="list-style-type: none"> <li>Complex Troubleshooting</li> <li>High level of adherence to SLAs</li> <li>Processes are matured and standardized</li> </ul>	<ul style="list-style-type: none"> <li>Basic Automation and analytics</li> <li>Focus on Customer</li> <li>Higher user satisfaction</li> </ul>
<b>Proactive</b>	<ul style="list-style-type: none"> <li>Basic troubleshooting</li> <li>Some level of process definition</li> <li>SLAs defined and some level of adherence</li> </ul>	<ul style="list-style-type: none"> <li>Basic Knowledge Management in place</li> <li>Increased User Satisfaction</li> </ul>
<b>Reactive</b>	<ul style="list-style-type: none"> <li>Catch and dispatch</li> <li>No Formalized Process defined</li> <li>No Commitment to Service Levels</li> </ul>	<ul style="list-style-type: none"> <li>Works business hours</li> <li>User Dissatisfaction</li> <li>Highly labor driven</li> </ul>

Figure 3: Service Desk Maturity Framework

For more information, log on to [www.microland.com](http://www.microland.com)

### About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.