

Datasheet

Service Desk

Service Desk solutions are designed to be the central point of contact between IT and users/customers on a day-to-day basis.

Logicalis Service Desk provides a solution that enhances functionality for handling service desk calls through an IT Infrastructure Library (ITIL) best practice framework. Our Service Desk solution allows you to align the delivery of IT services closely with the needs of your business by providing a single point of contact for IT.

The Logicalis Service Desk solution combines the latest technology, systems and best practice methodology. Our service is delivered by trained, certified and experienced professionals and includes a portal-based application that allows you to automate the control of IT management.

Our Service Desk solution is fully customizable to meet your unique business needs. Everything is built and delivered based on ITIL standards and provided by ITIL-certified management.

We also offer the option to enhance your Service Desk solution with ServiceNow, an industry-leading ITSM toolset. This allows you to utilize a full-featured incident management system as part of your Service Desk solution.

The benefit of utilizing the ServiceNow platform with your Service Desk solution is you have additional insight into the details of what is happening within the Service Desk and your IT environment as well as the opportunity to expand the same incident management system to other parts of your IT organization.

Our standard multi-tenant Service Desk solution incorporates management of the following:

- Employee self-service (ESS)
- Incident management
- Problem management
- Knowledge base
- CMDB

Why Logicalis

- **24x7x365 Availability**
- **19 Year Experience**
- **70% First Call Resolution**
- **97% Customer Satisfaction**
- **150 Domestic Service Desk Agents**
- **700,000 incidents per year**



Offerings

First Point of Contact — First point of contact provides rapid response to all inquiries by gathering the information needed to route to the appropriate support person.

Level 1 Service Desk Support

— Level 1 Service Desk support provides a single point of contact for all customer users during a defined period of performance. The service desk agent will support and troubleshoot issues with software applications included in the contract.

Optional Remote Level 2 Support

— Logicalis offers an optional service when an advanced Level 2 skill is needed. Any incident needing Level 2 support will be transferred to the appropriate team member with in-depth knowledge of the supported application.

Features

Each Service Desk solution can be customized to meet the needs of your business.

- Incident Level 1, 2, and 3 support
- ITIL-based processes
- U.S.-based support
- 24/7/365 availability
- Automated notifications and escalations
- Graphical workflow-based incident management tool
- Auto-routing capabilities
- Known problems display
- Priority and VIP designations and routing
- Customer satisfaction feedback mechanism
- Knowledge base capabilities
- Customized reporting
- Service level agreements
- Web-based management tool
- Self-service portal
- Change and problem management workflows
- Fully-featured, multimedia-automated call director
- Redundant infrastructure replicated for disaster recovery

Supported Applications

Operating Systems

- Windows 7
- Windows 8
- Windows 10

Security Applications

- McAfee VirusScan
- Norton Antivirus

Internet Browsers

- Apple Safari
- Google Chrome
- Microsoft Internet Explorer
- Mozilla Firefox

Mobile Devices

- Android Devices (Tablets/Phones)
- Blackberry Devices
- iOS Devices (iPads/iPhones)
- Windows Mobile (Tablets/Phones)

Hardware

- Printers
- Laptops
- Desktops
- Peripherals (keyboard, mouse)

Office Applications

- Adobe Flash
- Adobe Reader
- Cisco Jabber Client
- Cisco Voice
- Crystal Reports
- Google Docs
- Java for Windows
- Microsoft Access
- Microsoft Excel
- Microsoft Live Meeting
- Microsoft Lync
- Microsoft Office 365
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project
- Microsoft SharePoint
- Microsoft Silverlight
- Microsoft Visio
- Microsoft Word
- Microsoft Works
- WinZip

What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

Call
866 456 4422