

Managed Service Desk Overview

A Support Experience Your Users Will Love

Experience unparalleled customer service and rapid resolution times with our 24x7 Managed Service Desk support. At Dataprise, we know that when it comes to service desk support services, businesses need reliable and consistent delivery to keep their end-users productive and happy. That's why we offer industry-leading managed service desk solutions that focus on a high rate of first-call resolution and overall volume reduction to save you time, boost productivity, and improve end-user satisfaction.



Deep Pool of Engineers

Deliver fast support to your users 24x7x365 with our team of certified IT support experts.



Multi-Channel Support

Support the way your users want: phone, email, web chat, mobile app, or web portal.



Financially Backed SLAs

SLAs to give confidence you are always receiving best-in-class support.



Visibility & Reporting

Direct access to centralized reporting for full visibility into your service.

Benefits of Dataprise's Managed Service Desk

Leading 24x7 Service Desk Support

Our Managed Service Desk provides fast and efficient IT support (with options for 24x7 availability) to ensure your business stays up and running. Our analysts are trained to resolve end-user issues quickly and effectively to deliver outstanding experiences.

Advanced IT Support Tools & Automation

We utilize enterprise-grade tools and technologies and incorporate automated process to improve consistency and efficiency, which results in rapid, first-call ticket resolution and delighted end users.

Gain Scalability & Business Flexibility

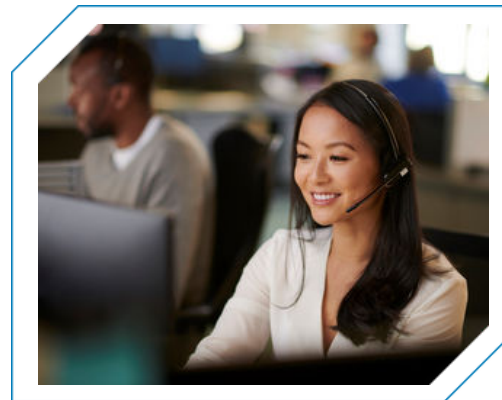
Our service desk solutions give you the flexibility to choose the level of support you need. With no time overages and scalable per-user or per-contact models to fit your unique needs, we deliver a cost-effective solution for businesses of all sizes.

Proven Methodology & Service Optimization

Our service desk follows mature, best-in-class processes and integrates program management to find trends, improve quality, and reduce overall volume.

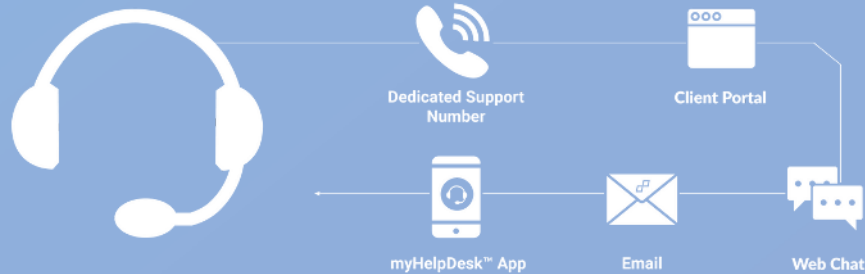
Increased Employee Productivity

With Dataprise's Managed Service Desk, you can focus on your business priorities, while our IT experts manage and support your technology and end users.



Support Channels to Fit Your Needs

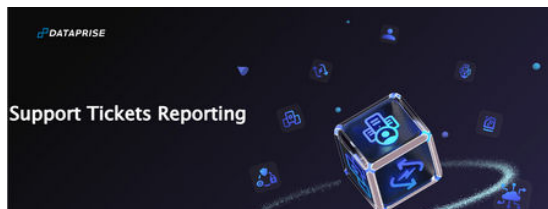
A successful service desk is not just about resolving issues quickly. It's about creating a best-in-class service experience for our customers that fits their unique business needs.



Dedicated Service Desk Program Management

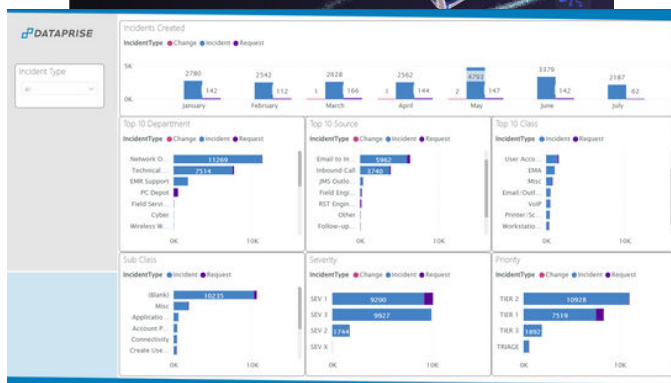
Our Managed Service Desk solutions include a dedicated Service Desk Program Manager committed to helping our customers achieve maximum efficiency with their service desk support and deliver services such as:

- Data & Trend Analysis
- Recommendations to Optimize for First-Call Resolution and Reduce Ticket Volume
- Documentation and Knowledge Base Article Updates
- Quality Assurance and Tracking of Service Delivery
- Continuous Process Improvement Tracking



Transparent, Centralized Service Desk Reporting

For full transparency into our service desk solutions, our customers receive direct access to robust, quantitative reporting via our Client Portal. This data is reviewed with our customers on a regular basis to identify trends and opportunities for increased user satisfaction.



Metrics include:

- Ticket Volume
- Customer Satisfaction (CSAT)
- Average Speed of Answer
- Average Time to Resolution
- First Call Resolution
- Additional Key Performance Indicators

