

# Tell me more about... Service Desk

Being an expert in a chosen field doesn't necessarily mean being an expert in all things concerned with running IT. Sometimes it really is just better to get specialists in to take control and help manage all or part of IT support.

## Service Desk

Many organisations want to concentrate on their core business rather than being responsible for supporting their IT. From managing the entire IT infrastructure or just specific elements, we have a solution that will fit the majority of needs.

BT Engage IT's industry leading Service Desk ensures customer's users are provided with a highly responsive and efficient service wherever they are. It is much more than just a call centre or helpdesk and includes ITIL based processes e.g. Problem, Change and Configuration Management.

This service from BT Engage IT provides a single point of contact and management for the resolution of all IT enquiries, enabling greater efficiency, a lower total cost of ownership and the peace of mind that all internal customers are receiving assured levels of support, and ensure best practice for the organisation.

## How can we help an organisation with their Service Desk requirements?

- By reducing the total cost of ownership and enhancing business efficiency
- By reducing complexity and risk through established service delivery

BT Engage IT provides the full end to end service required by most organisations. With key experience with major businesses, we are best placed to be able to offer a range and scale of services suitable to the needs of most organisations. Our industry leading support systems, expertise and experience helps us to deliver competitive advantage and increased customer and user satisfaction.

- By gaining peace of mind knowing you have access to UK wide 24\* 365 responsive support
- By protecting their business from expensive and avoidable system downtime
- By focusing their IT team on delivering competitive advantage with a single point to raise requests or issues
- By providing a seamless service delivery model to end users

## What type of organisation would want this?

Organisations who are starting to or already see IT as separate to their core business; have an in-house Service Desk, multi vendor servers and storage or perhaps have over 100 servers in their organisation.

Organisations who want to consolidate their servers, storage and applications and may have high business growth with centralization requirements.

Organisations who have operational and efficiency issues to solve.

## What else can organisations benefit from?

BT Engage IT can help organisations to benefit from cost reductions, best practice processes, improve infrastructure availability and increase operational efficiencies. We can also help with

productivity improvements and the focus of IS to support the business.

Organisations can also experience technology benefits from improved productivity, having a simpler to manage infrastructure which may be centralized and/or consolidated as well as experiencing excellent service transformation.

## Key Advantages

- Ideal for any size organisation
- Create cost efficiencies to enable businesses to compete more effectively in the marketplace
- All supplied from a single source, single bill and service desk
- Full end to end service – from planning to implementation, provision to billing including service desk facilities as appropriate

## What can we help you with?

BT Engage IT is able to provide a wide range of Service Desk Services including:

- Service Desk – a remote, shared or dedicated resource and providing users with a single point of contact for first-time-fix and self-help.
- Client Service Delivery – providing management with a single point contact for ITIL based best practice service delivery and service level management and reporting.

## Why BT Engage IT?

BT Engage IT provides the full end to end service required by most organisations, with 10+ year experience in Managed Services and a proven track record, approach and delivery capability. We have over 150 full-time dedicated employees are based in our UK Service Support Centre, which meets the needs of our numerous and varied customer organisations, many multi-sited and some internationally based.

By using market leading tools and best of breed applications, together with ITIL aligned best practice approach and numerous accreditations, we can support all the service needs of our customers.

By delivering 24x365 provision of in-life IT service management from product supply to break-fix field support, we can offer our customers exactly what they need, whether a smaller shared service desk or large dedicated teams, handling thousands of incidents each month.