Service Desk Overview

Service Desk Fast Facts

- 7x24x365 hardware and software support

- High touch service delivery

- 540,000 incidents managed per year

- Two call centers - Tempe and Bloomingdale

- Robust management tool suite

- Multi-language support

- Detailed monthly reporting

- ServiceNow ITMS Management System

20 years experience providing Service Desk Support

Service Desk Support Model

Designated Service Delivery Manager

- Responsible for overall services and relationship
- Single point of contact

Assigned Service Desk Supervisor

- Define training requirements and provide day to day management of support team
- Escalation point for Service Desk agents

Service Desk Agents

- Service Desk agents staffed to meet SLA's
- Primary agents during core hours
- Highly trained and experienced
- Leverage internal agents

Report Analyst

- Provide ACD reporting
- Responsible for incident management reporting

Service Agent Knowledge

Software

- Operating systems
  - Current plus two previous versions
  - Windows/MAC
  - Mobility (Apple, Android, Windows)
- Standard applications
  - MS Office, Internet Explorer, Project, Visio, FrontPage
  - Adobe Acrobat, Illustrator
  - Anti-virus

Hardware

- Desktops/laptops
- Smart phones/tablets
- Printers

Network connectivity

- Internet/intranet
- LAN/WAN

Access control support

- Password resets
- Directory services
- Mobile device
- SharePoint access
- VPN

Request processing

- Log & route
- MACDs
- Hardware requests

Metric	Description	Service Level
Average Speed to Answer	Average time call waiting in automatic call distributor queue prior to answer by Agent.	<=60, 45, and 30 Second Options
Call Abandonment Rate	Customer hang up before reaching Agent. Calls abandoned <=15 seconds reported but excluded from this metric.	<= 10%, 7% and 5%
First Level Resolution	Percentage of tickets closed at the first Level based on Insight's Standard Supported Software Catalog	>=85%
Customer Satisfaction	The average rating of Customer Satisfaction Surveys for "overall satisfaction"	4.0 or higher (Scale 1-5; 5=High)
Service Desk Scheduled Uptime	Service Desk Availability where support is available during published hours.	99.9%
Average Handle Time	Average call handling time and wrap up	9 Minutes
Monthly Reporting	Monthly Metric Reporting	Provided the 15th day of the month

ServiceNow Managed Service Offerings

	InsightManaged: Foundation	InsightManaged: Enhanced
Inventory and Reporting	●	●
Vulnerability Reporting (not remediation)	●	●
Inventory Management (basic hardware & software)	●	●
Remote Control	●	●
Patch Management (MS High, Critical and SP)	●	●
Software Auditing & Compliance		●
Power Management		●
Software Distribution and Self- Service Portal		●
Patch Management (Non-Microsoft)		●
Software License Monitoring		●

Service Delivery Monthly Reports

"What you can't measure, you can't manage."
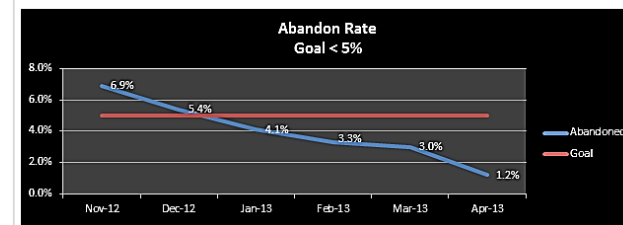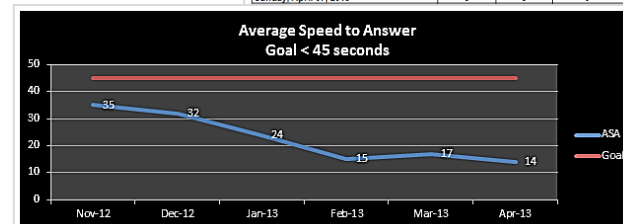
Monthly service delivery meeting

All monthly management reports include:
- Ticket level detail
- Service level reporting
- Projects status
- Service Desk metrics:
  - ACD (Automated Call Distributor)
    - Number of calls
    - Average speed to answer
    - Abandon rate
    - Average call time
    - Call details
  - Ticket trending
  - FCR (First Call Resolution)
  - Top 10
  - Customer satisfaction

Standard Integration Task Timeline

Insight Service Desk Integration Kick Off Meeting

Discovery / Planning

Weeks 1 - 3

| Connectivity Configuration | Service Desk Manger Configuration | Telephony Configuration |

Internal Audit

Week 4 - 6

Client Training in Service Desk Manager

Week 7-8

Go-Live!

Managed Services Client Sampling

Clients across all industries and sectors:
- Commercial / corporate expertise
- Significant enterprise presence
- Dedicated public sector account team

Case Study - Pharmaceutical

Client	Challenge	Insight Solution	Value Realized
• $8.25B global pharmaceutical • 15,000 employees	Existing provider was not flexible, cost was high, and quality was poor	Insight 7X24X365 Service Desk with English and French Candian Language Support	• Reduced cost • Improved quality • Showed flexibility by willingness to leverage client's Remedyforce tool

Case Study – Service Contract Provider

Client	Challenge	Insight Solution	Value Realized
• World's leading single-source service contract provider • 1,800 employees in 40 countries	Struggled with After hours support	Insight 7X24X365 Service Desk with English and Spanish Support.	• Consistent Support 7X24X365 • Predictable SLA's with 85% First Level Resolution