SERVICE DESK AS A SERVICE

Rapidly resolve service requests while improving the overall end-user experience

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

- Integration
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- Workplace
- Digital Infrastructure
- Security
- Cloud
- Emerging Technology

SERVICES VALUE STREAM

Assess → Design → Implement → Manage → Optimize

MAXIMIZE THE VALUE OF YOUR SERVICE DESK

An IT service desk provides a critical first line of support for end-users. However, few organizations have the budget or IT resources to maintain a fully staffed service desk. End-user support falls to IT teams that are likely stretched thin with day-to-day maintenance tasks.

Pivot's Service Desk as a Service (SDaaS) solution relieves this burden while providing users with expert response to issues. SDaaS is a customer-focused solution that is designed to rapidly resolve service requests while improving the overall end-user experience. Our ITIL-based processes and best-practices approach provide consistent IT service delivery across the extended enterprise.

Pivot has made significant investments in an industry-leading IT Service Management platform. With the IT Service Management platform as its technical foundation, Pivot's SDaaS solution enables you to consolidate and automate service management processes, increase efficiency and lower costs. It also gives you end-to-end visibility into support requests and infrastructure issues through a single system of record for IT services.

In many organizations, the service desk is the most visible and important function IT provides. Our SDaaS solution is not just a call center or expanded help desk. It provides a single point of contact for all end-user support issues and questions, as well as an interface for change requests, availability management, billing and other activities. The solution is designed to ensure customer satisfaction — the key measurement of effective IT service delivery.

FEATURES AT A GLANCE

- Calls answered 24x7 by skilled engineers
- U.S.-based call center
- Dedicated account team
- Toll-free number

- Web portal
- ITIL-based incident management system
- Remote control support
- Call recordings for quality assurance
- Comprehensive monthly reporting

EXPERT SUPPORT

SDaaS can serve as the first point of contact for end-user support. Most issues are handled by Pivot's team of highly trained professionals, who have the ability to escalate resolution to Pivot engineers or your IT team.

Our processes are based upon ITIL and industry best practices to ensure consistency and accuracy in service delivery. We maintain the staffing levels needed to respond rapidly and efficiently to all requests, even as your organization grows.

SERVICE DESK TRANSFORMATION

Our people, processes and technology transform your IT service desk. The primary objective is to improve service levels, reduce time to resolution and enhance customer satisfaction. At the same time, SDaaS allows you to increase IT staff productivity, streamline workflows and reduce overall service delivery costs. Over time we are also able to anticipate customer service requirements and provide you with the insight you need to make more effective IT decisions.

ROBUST PLATFORM

With SDaaS, you gain access to an industry-leading IT service management platform that has been implemented by subject-matter experts using ITIL-based processes. This powerful solution allows you to consolidate redundant, legacy service tools into a single system, and automates manual, repetitive tasks to increase efficiency. The platform also includes a Web portal that provides end-users with a consumer-like experience and easy-to-use self-service tools.

COMPREHENSIVE REPORTING

Improve performance through measurement. Dashboards and daily, weekly and monthly reports on key performance indicators provide valuable insights. Metrics such as average response and handling times, first-call resolution rates, call answer performance, customer satisfaction and contracted service levels will help you to track and trend performance over time and set goals for continuous improvement. You will gain a clear understanding of the actual cost of IT service delivery, as well as problem areas within your IT infrastructure.

PIVOT SDAAS

Our IT service desk solution is designed to provide expert technical support to end-users while freeing in-house IT staff to focus on strategic initiatives. SDaaS staff integrate with and extend your IT team, leveraging disciplined processes and state-of-the-art technology to deliver high-quality services to your customers.

SDaaS is ideal for organizations that lack the in-house resources to staff and operate an IT service desk 24x7, as well as those looking to optimize IT service delivery. It also enables organizations to better manage support costs, handle fluctuations in service request volume, and enhance the end-user experience.

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