



**INNOVATIVE**  
TECHNOLOGY SOLUTIONS



## An efficient service desk is key to end user productivity. That's where we come in.

When a help desk is efficient, its end-users are as well. With more than 1.2 million contacts, ensuring top-level performance in every aspect of service desk operations is what ITS Service Desk Management is all about.

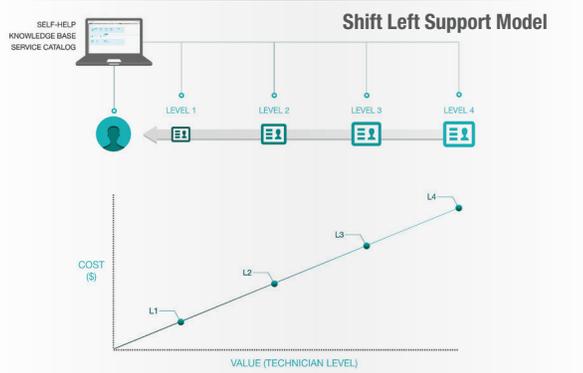
When partnering with us, you're given a 24/7/365 team tailored to your users and IT infrastructure. Multiple geographically diverse U.S. Service Desk Operations Centers serve as single points-of-contact for both phone and email requests. Tickets are fielded by highly-trained, certified career technicians—professionals who own the resolution process from start to close.

## Service Desk Management

### INDUSTRY LEADERSHIP

ITS' Service Desk Management is a scalable, world-class offering geared to the needs of mid-sized-to-large organizations. We customize our solutions to fit your specifications, supported by exceptional systems and infrastructure that includes:

- **Global Footprint:** In addition to our multiple U.S. locations, ITS maintains Tier I-III Service Desk Operations Centers in Mexico, Lisbon, and Singapore for global language support.
- **Scalability:** Supported by a Cisco Unified Communication network, our systems are designed to scale with no restrictions.
- **Multilingual Support:** Enabling global workforces to access and resolve issues quickly and easily.
- **Proven Solutions:** More than 20 years of experience means our Service Desk Management is highly skilled at solutions that solve problems and help IT organizations focus on their core operations.



Even more, our execution of the "shift left" methodology is geared toward continuous service improvement. Using ITIL processes, we review ticket data to identify trends and find appropriate solutions. These and other best practices allow us to deliver an average First Contact Resolution (FCR) rating of 79% with an end-user satisfaction of 97% or greater.

Our data-driven optimization of every KPI, from speed-to-answer and abandon rates to FCR, has put us at the forefront of the service desk field. Let ITS Service Desk Management improve your organization's productivity, service levels, and cost efficiency.