

17 Features You Need in a Global Service Desk



In today's digitally connected world, a global service desk is more than just a support function. It's the backbone of seamless operations, uninterrupted service, and exceptional user experiences. Choosing the right [global service desk](#) provider is a pivotal decision that can shape operational efficiency, user satisfaction, and long-term IT success.

It's no longer just about resolving tickets. That might have been okay in the 1990s, but today, a global service desk should deliver engineer-led, multilingual, 24/7 proactive support, leveraging the latest technologies and ensuring security and compliance. But how do you choose a global service desk solution, and what are the features you should look for?

This blog breaks it down for you with 17 features your business should look for when selecting a global service desk provider.

Summary: Essential Features to Consider When Choosing a Global Service Desk

1. 24/7 support
2. Engineer-led
3. Tailored solutions
4. Clearly defined SLAs
5. Local staff
6. Proactive and preventative, as well as reactive

7. Fast incident response
8. Self-service and automated support
9. Continuous improvement
10. Diversity of skillsets
11. On-site support capabilities
12. Focus on real-world impact
13. Robust security protocols and processes
14. Scalability
15. Transparent pricing
16. Industry expertise
17. Commitment to your business goals

24/7 Support

Whether you have teams and facilities in different jurisdictions, round-the-clock operations, or critical infrastructure that requires continuous maintenance, 24/7 support is essential.

At Westbourne, for example, we have global service desk engineers based in both Ireland and New Zealand, [giving us follow-the-sun, 24/7 support capabilities](#).

Engineer Led

It is not enough to get hold of someone in support when it is required. It is also essential that support resources know what they are doing. This can only be achieved when global service desk staff are qualified to an engineer level.

Tailored Solutions

Companies, IT infrastructures, team capabilities, and business objectives all vary significantly. As your company and requirements are unique, you need a fully tailored global service desk solution to properly meet your needs.

The solution should also evolve according to your requirements. From our experience, [the journey often starts with information, monitoring, and incident response](#). This can then move to ensuring performance levels are maintained at an acceptable level before moving further to optimization and setting new standards and benchmarks.

Clearly Defined SLAs


It is important to have a clear understanding of the services and standards you will receive from your global service desk provider. As a result, clearly defined SLAs are essential.

Local Staff

There was a previous trend to outsource global service desk delivery to offshore providers. Today, however, companies are increasingly outsourcing locally as they recognize the performance, security, efficiency, and cost benefits offered by [onshore global service desk providers](#).

Proactive and Preventative as Well as Reactive

Unexpected technical issues are a fact of life, not least because of the complexities and scale of modern IT infrastructures. However, unexpected technical issues should be minimized as much as possible. Global service desk providers can achieve this goal by being proactive and preventative as well as reactive.

Global Service Desk: Proactive vs Reactive Approach			
Feature	Proactive	Reactive	
Downtime	Lower: issues prevented before escalation	Higher: issues fixed after impact	
Ticket Volume	Lower: fewer incidents reach the helpdesk	Higher: all issues reported as they arise	
Cost	Lower: over the long-term with fewer emergencies	Higher: more emergency fixes and lost time	
User Satisfaction	Higher: fewer disruptions and faster resolutions	Lower: more frustration from repeated issues	
Security	Stronger: threats addressed before exploitation	Weaker: threats often discovered post-breach	
Strategic Value	Higher: enables business growth and innovation	Lower: focused on maintaining the status quo	

Fast Incident Response

Your global service desk provider should have robust systems in place to ensure support tickets are acknowledged and resolved as quickly as possible.

Self-Service and Automated Support Capabilities

The best-case scenario in terms of global service desk support is where solutions to issues are automatically implemented without users ever knowing there was a problem.

The second-best scenario is where users are empowered to resolve the issues quickly without having to raise a ticket and wait for support. Therefore, your global service desk provider should offer both automated and self-service support capabilities.

Continuous Improvement

Technologies, business objectives, and user requirements constantly change, so you should look for a global service desk provider committed to continuous improvement.

Diversity of Skillsets

One of the main benefits of outsourcing to a global service desk provider rather than operating in-house is the fact that you get access to a wider range of skill sets. It's important to ensure the provider you choose has the skills, resources, and capabilities that your company needs.

On-Site Support Capabilities

Remote support is ideal, cost-effective, and efficient in most global service desk situations. However, there are other situations that can be better served or resolved with a qualified engineer at your location.

Focus on Real-World Impact

It is common for global service desk providers to focus heavily on technical metrics such as uptime and ticket volumes. These are important, but there should also be a [focus on the real-world impact of support services, especially user experience](#).

Robust Security Protocols and Processes

Cybersecurity is a pressing issue for companies in all industries, so your global service desk provider should have robust protocols in place to ensure security and data privacy.

The infographic features a dark blue background with a subtle pattern of binary code (0s and 1s). A large, faint keyhole shape is centered behind the main text. The text '\$5.1m' is displayed in a large, white, sans-serif font. The background is framed by teal vertical bars on the left and right sides.

\$5.1m

Average cost of a data breach in the pharmaceutical industry in 2024 (in USD)

Source: IBM Cost of a Data Breach Report 2024



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Scalability

Your global service desk provider should have the ability to scale according to the needs of your business. The ability to quickly react to changing business needs is also beneficial.

Transparent Pricing

Pricing is an important consideration when entering into a commercial contract, including partnering with a global service desk provider. Value should be top of the list – both value for money and a value-added approach. Pricing transparency is also essential.

Industry Expertise

There are some industries where it is highly beneficial to partner with a global service desk provider with specific expertise and experience. [This includes our specialist area at Westbourne – the pharmaceutical industry.](#)

With our pharmaceutical industry expertise, we have extensive knowledge of regulations, GxP, and the software and hardware that are unique to pharma companies. This enhances the standards of our global service desk solutions.

Commitment to Your Business Goals

Our final tip is to partner with a global service desk provider who will be focused on helping you achieve your business goals. This requires flexibility, dedication, and a willingness to invest in success.

Choosing a Global Service Desk Provider

From practical features such as 24/7, multilingual, engineer-led support to service delivery features such as tailored solutions and continuous improvement, it is essential to match the capabilities of global service desk solution providers to the requirements of your business.

We can help at Westbourne, especially if you are in the pharmaceutical industry or another highly regulated sector. [Get in touch with us today](#) to arrange a consultation.