

# Choosing a Global Service Desk Solution for Your Pharmaceutical Business – Why and How

A global service desk can augment your in-house IT and technical team as well as providing technical services in locations where you don't have technical resources. In this article, we outline the benefits of global service desk solutions for pharmaceutical businesses and highlight the essential considerations when choosing a provider.

## What is a Global Service Desk?

A global service desk is a centralised support system that provides technical assistance, project support, proactive maintenance, and problem resolution to in-house technical teams in pharmaceutical organisations, as well as users.

It serves as a single point of contact for IT-related queries, but a global service desk is more than an IT support function. It is a more advanced technical resource that is proactive rather than reactive and can lead projects at pharma facility locations.

## Benefits of Using a Global Service Desk for Pharmaceutical Companies

- Efficiency and scalability – the best global service desks operate round-the-clock, allowing pharmaceutical teams and technical resources in various time zones to receive real-time support and assistance. This minimises downtime and ensures continuous productivity. Global service desks can also be easily scaled according to requirements, ensuring you have the resources you need when you need them, while also controlling costs.
- Effective communication – partnering with a global service desk that offers multilingual support improves communication with team members in different locations.
- Boots on the ground – it is beneficial to have access to engineers who can work on-site at your pharmaceutical facility.
- Quality – staffing the service desk with qualified and experienced engineers ensures efficient problem-solving and higher-quality services. The best results are achieved when engineers also have direct pharmaceutical industry experience.

In summary, a global service desk streamlines support, enhances communication, and provides specialised expertise, making it a valuable asset for pharmaceutical companies operating across borders.

## Key Considerations When Choosing a Global Service Desk Solution

- Outsourcing – outsourcing IT and technical support provides access to a wide range of skills.
- Local expertise – having on-site expertise is crucial for supporting pharmaceutical facilities.
- Pharmaceutical industry experience – partnering with providers experienced in both IT and pharmaceutical industry operational technologies benefits operations.
- Qualified engineers – support from qualified and experienced (pharma industry experienced) engineers is essential.
- Follow-the-sun capabilities – teams should have access to expert technical services wherever they are and whenever needed. This prevents unplanned disruptions and keeps critical projects on track.
- Multilingual support – multilingual capabilities ensure effective communication across different locations.

## Global Service Desk Tailored for Your Pharmaceutical Facility

Find out more on our website about our approach to delivering global service desk solutions. We have specifically tailored our offering to meet the needs of pharmaceutical companies based in Ireland as well as international companies with facilities in Ireland. A crucial component of our offering is our pharmaceutical industry expertise.

Read the blog: Putting the “Global” Into Global Service Desks for the Pharmaceutical Industry

<above will be linked>