AUXIS
Consulting • ITaaS • Outsourcing

SERVICE DESK
ON-SITE OR REMOTE HELP DESK – **24x7x365**

Responsive. Reliable. Remarkable.

IT departments must respond to ever-changing customer needs as well as internal business demands while operating with limited resources.

Auxis Service Desk/Help Desk frees up IT to focus on innovation and business growth – instead of infrastructure management and fire-fighting – and quickly realize the following benefits:

- Optimize end-user productivity
- Reduce support costs
- Measure and reduce response times
- Scale quickly to keep pace with business needs

- Improve end-user and customer satisfaction
- Realize a higher ROI compared to in-house help desk (when factoring costs for tools, staff, etc)

Key Features

Customizable flexible packages
From basic call answering, incident recording and escalation to advanced end-user support – all tailored to your needs

Incident and Request Management
Structured and measured process is continuously documented and compared against established SLAs to guarantee that all incidents and requests are managed efficiently and effectively

Toll Free or Local DID numbers
Personalized response anytime, anywhere, 24x7x365

Self Service
Specifically configured tools to provide end-users with the option to create their own tickets and monitor status

Multiple devices and systems supported
Experienced with Mac, PC, common back office applications, and most IT infrastructure including servers and network

SPOC
Single Point of Contact for all IT-related questions, incidents and requests

First Level of technical support
Highly trained service desk agents with the knowledge and experience to help end-users remotely and/or on-site solve most IT issues and requests

Multiple contact channels
Ability to request help desk support via phone, e-mail or a Self Service Management Portal

ITIL®
Best practices service management processes based on the ITIL® framework

Reporting and Control
Monthly reporting of critical metrics causing high Help Desk demand to understand underlying issues and continuously improve services to end-users

Auxis outsourcing solutions provide a flexible and scalable service delivery model that offers measureable results and remarkable value. In addition to on-site and US-based Service Desk, our nearshore resources provide round-the-clock support to improve employee productivity and high availability.

Auxis is organized and built to help clients with the 'heavy lifting' involved in improving their competitiveness. Since 1997, we have enabled our clients to turn their high level vision and strategy into well-planned – and successful – operational execution.

AUXIS SERVICE DESK OFFERINGS:

Task Description	Bronze	Silver	Gold
Scope of Support			
Remote Live Agents 8x5 Support - 8:00 a.m. - 6:00 p.m. - Mon. - Fri.		✓	
Remote Live Agents 24x7 Support - Includes Weekends and Holidays	✓		✓
Call Answering, ticket recording and distribution	✓	✓	✓
Ticket Escalation to Customer Internal IT Teams	✓	✓	✓
Level 1 Triage and End-User Support		✓	✓
Remote connectivity to end-users systems		✓	✓
"Warm" Escalation (as needed) to Customer Internal IT Teams		✓	✓
Escalation to Third Party Vendors		✓	✓
Customer Interface			
Local DID number provided with customized answering script	✓	✓	✓
Processing of Incidents or Requests via email	✓	✓	✓
Additional Toll Free 800#		✓	✓
Service Management Tool End-User WEB Interface		✓	✓
Account Management			
Assigned Service Desk Supervisor	✓		
Assigned Service Delivery Manager		✓	✓
Quarterly Service Level Review Meeting		✓	
Monthly Service Level Review Meeting			✓
Standard Call Answering and Email Processing SLAs	✓		
Enhanced Call Answering and Email Processing SLAs		✓	✓
Level 1 Resolution SLA		✓	✓
Reporting and Documentation			
Monthly Reporting on Ticket volumes	✓	✓	✓
Enhaced SLA Reporting		✓	✓
Knowledge Management: SOP Documentation		✓	✓
IT Framework			
Incident Management	✓	✓	✓
Request Management	✓	✓	✓
Configuration Management		✓	✓
Problem Management		✓	✓
Quarterly Service Level Review Meeting		✓	
Monthly Service Level Review Meeting			✓
Standard Call Answering and Email Processing SLAs	✓		
Enhanced Call Answering and Email Processing SLAs		✓	✓
Level 1 Resolution SLA		✓	✓
Add-ons			
VIP Support			✓
Additional Service Management Tool Licenses			✓

Service Level Agreements	Bronze	Silver	Gold
Average Speed of Answer	45 sec	30 sec	30 sec
Call Abandonment Rate	10%	10%	10%
Incident or Request Recording - Via email	1 hr	30 min	30 min
Incident Resolution Goal			
Priority 1	N/A	2 hr	2 hr
Priority 2	N/A	4 hr	4 hr
Priority 3	N/A	10 hr	10 hr
Priority 4	N/A	20 hr	20 hr
Request Completion Goal			
One Day	N/A	10 hr	10 hr
Two Day	N/A	20 hr	20 hr
Five Day	N/A	50 hr	50 hr
Ten Day	N/A	100 hr	100 hr

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Grow Your Business, Not Your Backoffice.™

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