

Service Desk

[ISI]



Supports *day-by-day* business by preserving business continuity of company systems and internal support with the Service Desk

Main benefits

Infrastructure and data center support, monitoring, and service continuity

S2E's Service Desk is a managed service that assists companies in managing their infrastructures and data centers, guaranteeing continuity of service with certain intervention and assistance times. Through our ticketing system, which can be integrated into the client company's structures, we collect and address system, network, and database administration issues both reactively, responding to specific events, and proactively by providing a team of experts available for assistance.

Scope

Designed for medium and large-sized companies with high levels of technology dependency, the service provides ongoing operational support for complex infrastructures. By outsourcing the service, the company is able to ensure the operational continuity of its infrastructure without the need for a highly specialized team to be managed and maintained in-house, allowing its resources and governance efforts on its core business.

Challenges facing companies

Technology-dependent companies need to invest resources and time in maintaining their infrastructure to ensure that it is up-to-date and maintained. They must also respond to service and support requests that are often time consuming difficult to manage in a structured manner. Consequently, these demands are often handled in an unorganized manner, leading to under-provisioning the necessary resources and know-how. Additionally, the variety of stakeholders involved in the service chain makes it difficult for the organization to be cohesive.

The advantages offered

A structured internal organization can provide the CTO and IT managers with governance services, allowing them to focus on monitoring service level KPIs without deploying organizational resources. Administrators receive competent, structured and flexible support in order to provide effective assistance to their system users.



S2E: approach and proposed methodology

With our Service Desk service, we offer our customers continuous operational support in accordance with the highest market standards at a competitive cost. Among our strengths is our ability to provide highly customized support that is tailored to meet the specific needs of each customer. Every customer is assigned a SPOC (Single Point of Contact) to ensure appropriate communication, intercept the customer's needs and coordinate corrective actions with our team of experts. We provide our customers with the necessary professionals, even on-site when necessary, to ensure the required assistance according to the customer's specific needs. Also, we offer a pay-as-you-go consultancy service, which allows customers to access expertise and specialized knowledge on an ad hoc basis, without the need for long-term commitments, so that specific issues can be addressed in a proactive manner.

Future development benefits

The main advantages of the Service Desk are:

1. Agility and timeliness in solving emerging challenges
2. Reduced operating costs through outsourcing the service.
3. Tailor-made solutions to support business operations.
4. SPOC dedicated to facilitating smooth communication and customer service.
5. Definition of clear and needs-based SLAs.
6. Flexible access to specialized expertise without fixed costs.
7. Predictability of service costs.

By employing an experienced team without the complexities of governance, the company has the ability to provide high-quality service to its customers at a low cost.

Offer model

Providing a managed turnkey service, S2E Service Desk ensures transparency and clarity regarding costs. During the onboarding phase, we perform a free, accurate assessment of your resources in order to propose an incremental and flexible intervention plan, prioritizing interventions according to the customer's specific requirements. Afterward, we define in tandem with the client company the preferred organizational methods, such as governance types, perimeters for managing resources and SLAs (Service Level Agreements).

In light of this information, we propose an offer that takes into account the needs that emerged during the assessment process.

Meet the team: our expertise

The Service Desk offer is delivered by personnel qualified and certified in the technologies and methodologies we use in the service.



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Our service levels

Service Level Agreements (SLAs) are defined from time to time on the basis of customer requirements and set out the service metrics (e.g. quality of service) that must be met. The table below shows the most common SLAs for service and change requests, to which the Service Desk assigns a priority value. Prioritisation takes place during the design phase (ITIL - Service Design), and by way of example:

Priority	Description	SLA
High	A condition of partial or total unavailability of infrastructure or systems that inhibits the operation of one or more functionalities/applications. This condition cannot be easily circumvented or avoided (also includes the case where production data is lost, corrupted or destroyed).	2 hours
Average	A condition of partial unavailability of infrastructure or systems that inhibits the operation of one or more functions/applications. This condition can be circumvented	4 hours
Low	An incident that is not characterised by any of the above conditions.	8 hours
Request for change	A change that is authorised or to be authorised, the analysis and/or implementation of which may take a variable amount of time in compliance with the customer's work-flows and authorisation flows.	Variable, can be agreed with the customer

Further SLAs, as well as the intervention times shown in the table, can be modified on the basis of specific customer requirements, in order to provide adequate coverage on the basis of the criticality of the managed service.