

**Datasheet**

# Logicalis

# Service Desk

**Deliver a Stellar End-User Experience –  
Without Hiring, Training, and Managing a Team.**

## Overview

Today's IT teams must find new ways to do more with less. That means focusing on strategic initiatives that align with the core business and offloading tactical tasks that, while important, detract from the core business—like supporting an IT service desk.

The Logicalis Service Desk solution provides this critical IT function using highly skilled and trained agents that become an extension of your team, consistent and reliable ITIL-based methodologies, and a best-in-class infrastructure that provides the highest level of service.

With a Logicalis Service Desk solution, you can forget about the hassles of hiring, training, and managing a service desk team or dealing with the cost and risk of building your own system. Services can be geared specifically to your company's needs, budget, and technology.

Our goal is to make your end-users feel that they are dealing directly with your company. Not only do our trained and certified agents deliver

the highest levels of professionalism, accuracy, and effectiveness, they answer calls using your company name and answer questions using your knowledge base. We can also use your scripts, on-hold music, or anything else.

The result? Professionally delivered, company-branded IT support services—in English, Spanish, and other languages—that meet your business goals.

## Benefits

- Provide a single point of contact for all IT issues and requests for easy management.
- Enjoy an operational and predictable cost model that fits with your budget.
- Ensure consistent call handling and documentation for a seamless end-user experience.
- Save the cost and hassle of hiring, staffing, training, and managing service agents.
- Enable management to focus on the core business by eliminating operational distractions.

## Features

- 24x7x365 off hours, peak times or specified hours
- Automated notifications & escalations
- Workflow-based incident management tools
- Auto-routing capabilities
- Known problem display
- Priority & VIP designations
- Customer satisfaction feedback mechanism
- Knowledge base capabilities
- Customized reporting
- Web-based management tool
- Service level agreements (SLAs)
- Self-service portal
- Change & problem workflows

## Tailored services for a seamless end-user experience.

The Logicalis Service Desk solution can be tailored to meet your needs.

### Why Logicalis?

70% first call resolution

97% customer satisfaction

700,000+ incidents per year

ITIL-certified processes & management

Help Desk Institute (HDI) member

19 years of service desk experience

**Base Support:** Level 0 First Point of Contact and Level 1 Service Desk Support provides a fast and professional response to all inquiries and a single point of contact for all end-users.

**Center of Excellence:** To ensure you have the greatest flexibility and highest level of services, we leverage the Logicalis Service Desk Center of Excellence (COE) in South Africa as part of our service. This ensures a higher level of service with a roadmap of innovation and enhanced capabilities.

**Global Capability:** Our Service Desk offering is designed to support our customers who have a global footprint, giving you the same level of service no matter where you are.

**Level 2 Remote Support:** We can then tailor your ITIL-based Service Desk solution to serve your organization's goals by adding more in-depth Level 2 Remote Support from agents with expert knowledge of your applications.

**ServiceNow Enhancement:** We also offer the option to enhance your Service Desk solution with ServiceNow, so you can utilize a full-featured incident management system and have the ability to expand it to other parts of your IT organization. This option, which is backed by our customer success team, ensures you have a consistent Logicalis experience regardless of the service you're using.

### Industry-leading service desk toolset for reduced costs

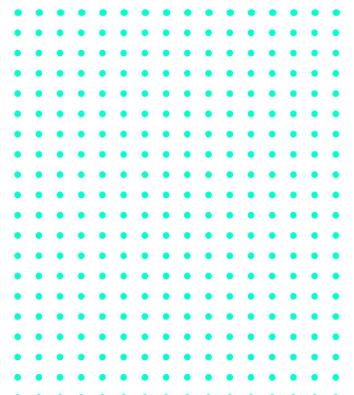
The Logicalis Service Desk infrastructure relies on industry-leading tools from Cisco, ServiceNow, GoToAssist, and others. This best-in-class infrastructure gives you the highest level of service—without the cost or risk of building your own system.

### Built-in redundancy for uninterrupted services

Logicalis builds redundancy into every part of our Service Desk offerings—from backup power to redundant failover DR to backup devices and locations—to ensure that your service desk is available no matter what happens.

### Continuous improvement for quality assurance

To address any issues and ensure we continue to meet agreed-upon service levels, we hold weekly service review calls with you and your team. We also report on your SLAs and other KPIs monthly to make sure that we're delivering on your expectations.



## Logicalis Service Desk Customers

Three customers using Logicalis Service Desk today:

### Case in Point: Multinational Technologies and Solutions Distributor

- 5,000 end-users
- 10 global regions
- Level 1 + Level 2 support

### Case in Point: Multinational Pharmaceutical Company

- 1,200 end-users
- 29 global regions
- ServiceNow Service Management System Design and Implementation
- Level 1 + Level 2 support
- Deskside support/global dispatch service

### Case in Point: U.S. Industrial Engineering Company

- 7,500 end-users
- ServiceNow Service Management System Design and Implementation
- Level 1 + Level 2 support

## Out-of-the-Box Supported Applications

### Operating Systems

- Microsoft Windows 7 & 10

### Security Applications

- McAfee VirusScan
- Norton AntiVirus
- Multi-factor Authentication (Cisco Duo, Microsoft Authenticator)

### Internet Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

### Mobile Devices

- Apple iOS Devices
- Google Android Devices
- Windows Mobile

### Hardware

- Printers
- Laptops
- Desktops
- Peripherals (keyboards, mouse)

### Office Applications

- Adobe Flash
- Adobe Reader
- Cisco Jabber
- Cisco Voice
- Cisco WebEx Calling
- Cisco Webex Teams
- Microsoft Office 365
- Microsoft Office Suite
- Microsoft Live Meeting
- Microsoft Teams
- Microsoft SharePoint
- Microsoft Visio
- Tasks/ Requests
- User Adds / Deletions
- User Profile Setups (applications)
- Zoom



## What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit  
[www.us.logicalis.com](http://www.us.logicalis.com)

Call  
866 456 4422