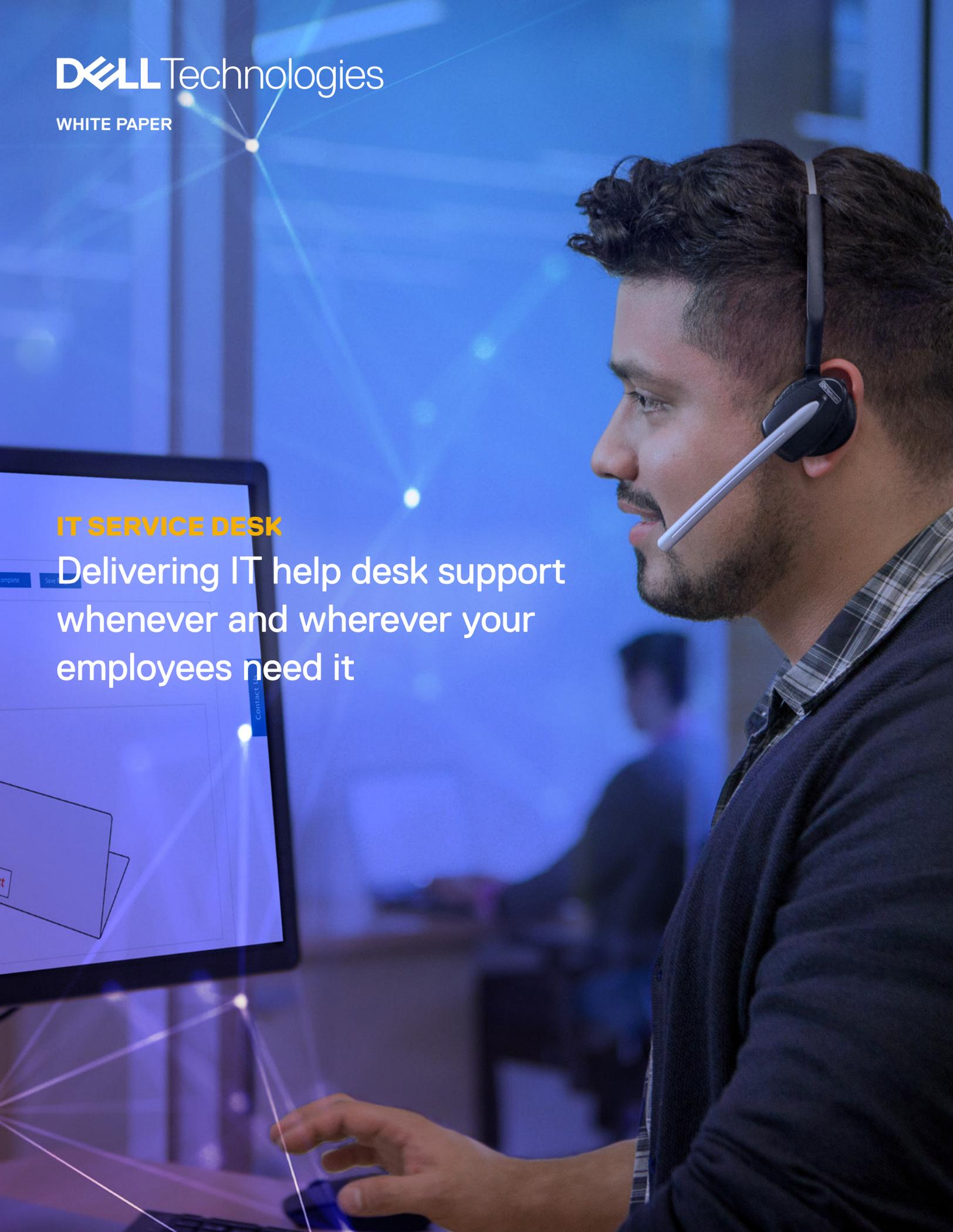


**IT SERVICE DESK**

Delivering IT help desk support  
whenever and wherever your  
employees need it





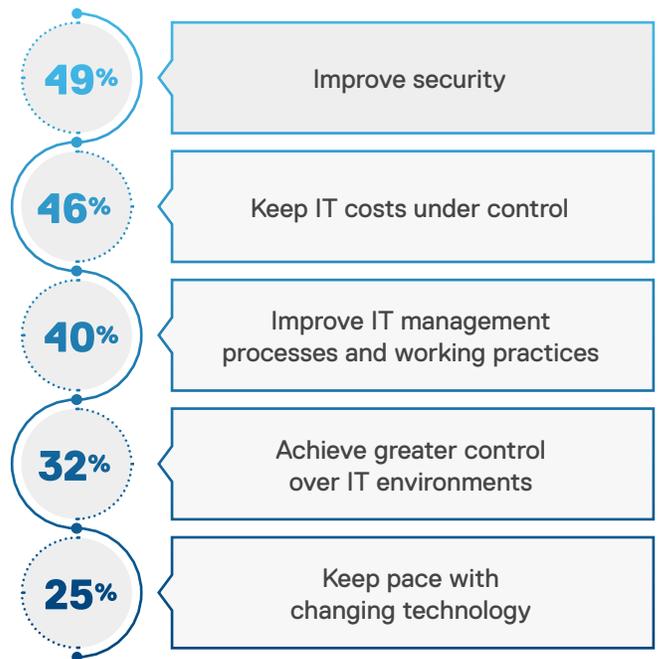
## EXECUTIVE SUMMARY

IT faces significant challenges today due in large part to constantly changing workplace environments and demands for a seamless, secure end user experience. According to a recent Gartner survey, remote work has become the new normal for many organizations with nearly half of all employees working outside the office at least part of the time.<sup>1</sup> Providing this level of flexibility puts additional pressure on IT departments to maintain environments that support high-quality productivity regardless of location. Data must be continually protected. Virtual access to mission-critical workloads and data must be available whenever and wherever needed. User devices, applications and operating systems must be kept up to date.

IT departments are challenged to keep pace. The influx of daily support issues and end user demands along with growing IT staffing shortages and skills gaps are leaving IT teams spread thin. Additionally, companies are expecting IT to take on more business-critical functions as digital technologies and capabilities become more ingrained in day-to-day business operations. As Gartner recently noted, IT is facing an “imperative to generate more business value.”<sup>2</sup> Supporting these data-driven capabilities while juggling the more mundane daily tasks requires IT to be more agile than ever before. According to Info-Tech Research Group, IT must “mature quickly” in order to “adapt to disruptive change.”<sup>3</sup>

Security threats have increased as well. Data, particularly personal identity information, has grown to be a lucrative target for hackers, and as more companies have been entrusted with this data, cyberattacks have become more common and more sophisticated. In response, businesses have relied more on their IT departments not just to secure stored data, manage firewall policies and the like, but also to address the latest security threats proactively to help thwart an attack before it can wreak havoc on the business.

## Top Reasons Why Businesses Use Managed Services<sup>4</sup>



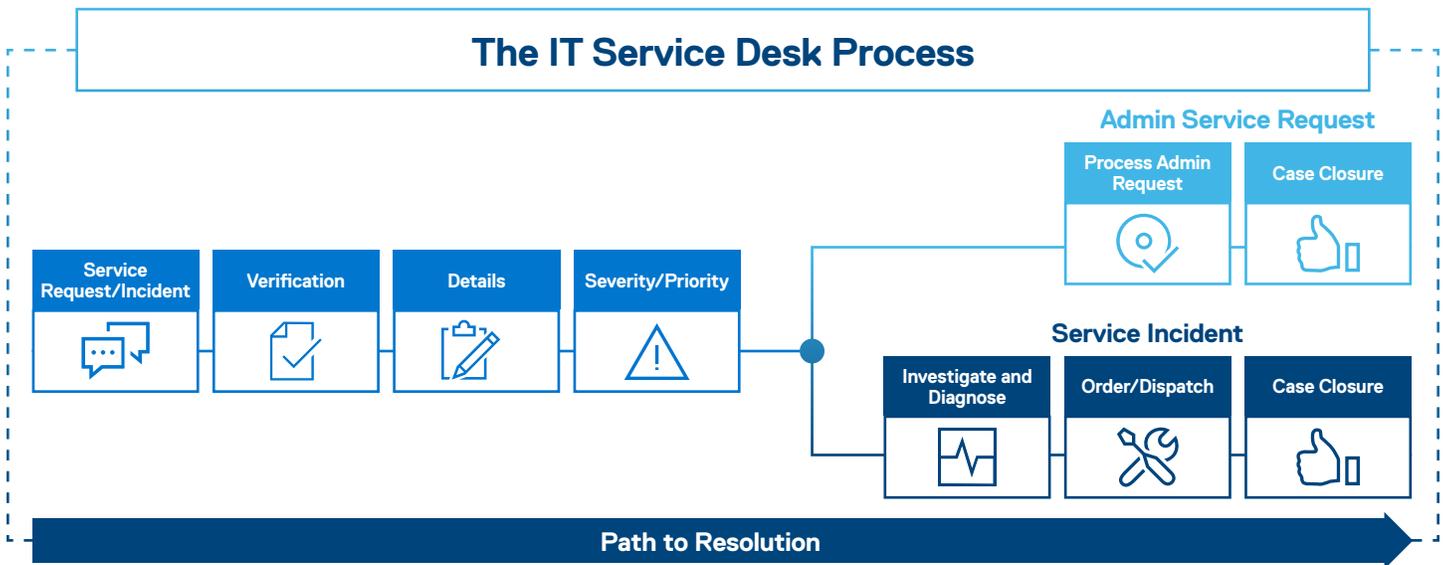
In the age of IT on demand, managed workplace services are helping businesses achieve their goals while easing the burdens placed on IT departments. These services can increase security, improve processes and working practices, achieve greater control over the IT environment, introduce the latest technologies, and enable IT to focus on core business priorities—all while controlling costs.

## AN ON-DEMAND IT SERVICE DESK

In today's fast-paced business environments, performance and productivity are key. With IT Service Desk, employees remain productive whether in the office or virtual, receiving the support they need when and where they need it.

IT Service Desk provides businesses with a 24x7 remote service desk for end-user hardware and software

**Figure 1. Service desk process:** IT Service Desk provides a consistent, repeatable process to manage service tickets.



support without needing to pull specialized IT personnel away from more mission-critical roles. When an issue arises, our deep expertise and knowledge base enables your employees to get back to work quickly while in-house IT departments gain more time to focus on driving business innovation.

#### *An extension of your IT department*

IT Service Desk acts as an extension of your IT department. We utilize remote screen sharing and remote control technologies to speed issue resolution. Issues from the simple to the complex are triaged from L0 to L3 tech support, respectively. For the most challenging complications, such as installing bug fixes and patches, support escalates to L3 advanced support engineers including Dell ProSupport experts or third-party resolver groups.

#### **Key Features of IT Service Desk**

- High-quality, productive work-from-anywhere experiences
- A fast path to issue resolution with an approach designed to scale and support your most demanding end user environments
- The latest security solutions and best practices
- 24x7 access to IT experts with the right mix of skills who can address an expansive range of hardware and software issues
- Support for multi-vendor, multi-platform, multi-OS environments
- Full utilization of your technology investments along with a predictable model for IT budgeting and spend
- The right outsourcing partnership

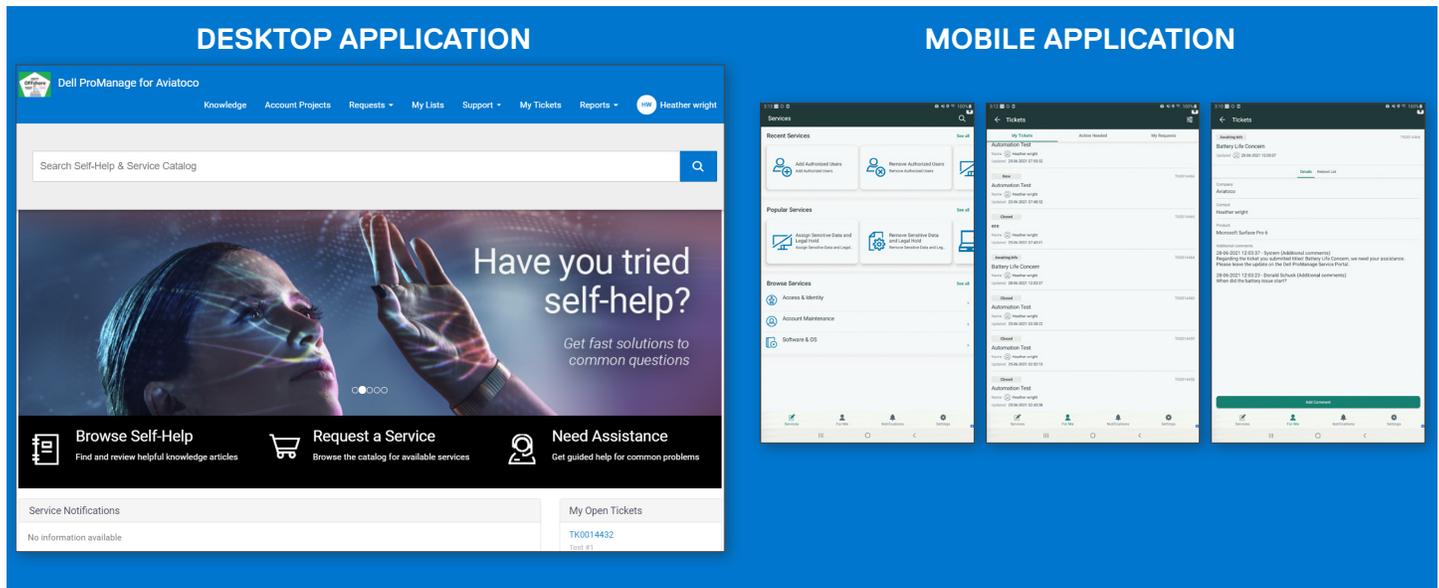
Through desktop and mobile applications, users can access the various levels of skilled support. L0 issues are typically addressed through the self-service portal, which includes quick-start and how-to guides to allow users to perform basic tasks themselves as well as single-sign-on and self-service password reset. L1 – L2 type issues involve service experts who can address mid-level issues like resetting passwords and basic problems with operating systems and core applications as well as performing routine hardware troubleshooting and resolution for end-user devices. Serious problems go to L3 tech support: Dell ProSupport experts or third-party resolver groups. These experts can troubleshoot advanced operating system and application problems as well as advanced application configuration, tuning, and resolution of compatibility issues. This level of support can also address vendor hardware compatibility or quality issues, identify the root causes of problems, suggest hot fixes and workarounds, and install critical patches.

With this type of approach, end users have reliable support for issues from the simple to the complex, with access to teams that scale to support the most demanding customer environments.

#### *A streamlined process for the fastest path to resolution*

As an always-ready single source for help, Dell Technologies is committed to driving quick resolutions for all end users. Our consistent, repeatable process manages service tickets efficiently (Figure 1). After initiating a service request, the ticket progresses through verification and gathering of relevant details before being assessed for severity. Once a ticket has been assigned an appropriate priority, it progresses either to an administrative service request or to a service

**Figure 2. Service desk platform:** Access the service desk through easy-to-navigate user interfaces across mobile and desktop applications.



incident. An administrative service request must be processed by an appropriate administrator before the case is closed. For a regular service incident, our service-desk experts will investigate and diagnose the problem and order or dispatch the appropriate solution before case closure. In all cases, IT Service Desk follows the support ticket from the initial request through resolution to ensure that the user's issue has been resolved satisfactorily.

### **A personalized approach for end users**

Employees today require flexibility and choice in how they work. Managing their own support needs is no different. With IT Service Desk, employees are provided a personalized experience with direct access to tools and support features such as single sign on (SSO) and self-service password reset. End users have the choice of using the self-help for knowledge base and how-to articles, connecting with service experts through live chat or by phone, or using the convenient mobile or desktop applications (Figure 2).

### **Your Account Management Team**

IT Service Desk includes account management as a key function. Your designated team oversees account performance and ensures a positive customer experience for the life of the contract. Your Account Management Team includes an onboarding manager and an experience manager. Your onboarding manager will make sure that you can get up and running quickly by overseeing all phases of the process,

facilitating agreed-upon changes in your IT department, and communicating new processes to end users. The manager will ensure that you are ready to transition to production.

At that point, your experience manager will take over responsibility for your service contract. Your experience manager functions as your single source for accountability, communication, and governance for the life of the contract. A designated team will actively manage your customer experience, monitor your service for any issues in order to resolve them quickly, and provide billing, account, true-up, governance, and service-performance reporting.

### **Get Started with a Trusted Partner**

Entrusting another company with service desk tasks is a major decision, especially when those tasks directly affect end users. Dell Technologies has the knowledge and the experience to be an effective and valuable partner to your IT department and your business as a whole. We have decades of experience successfully delivering managed services for end users. And with more than 200 million assets supported, no one is better qualified to manage Dell devices.

In 2020, we also won multiple awards from the Technology & Services Industry Association (TSIA), including awards for lifetime achievement, best practices in field services, and innovation in multiple service fields (Figure 3).

With Dell Technologies you gain the expertise, best practices and support technologies to provide world-class support to your end users along with an on-demand services approach capable of scaling as your business needs grow.

Figure 3. Dell Technologies IT services industry recognition

## Technology & Services Industry Association (TSIA) 2020 Awards



The badge is a diamond shape with a blue border. Inside, it says '2020' at the top, 'WINNER' in large white letters on an orange ribbon in the center, and the 'tsia STAR Award' logo at the bottom.

**Hall of Fame Lifetime Achievement**  
*Awarded for 30 or more STAR Awards*

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**Best Practices in Field Services**  
*Digital Repair*

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**Innovation in Leveraging Analytics for Service Excellence**  
*Predictive Case Intelligence*

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**Innovation in Leveraging Customer Outcomes**  
*Client Deployment Assessment*

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**Innovation in XaaS Product Management**  
*Subscription Services*

## KEEP YOUR BUSINESS RUNNING WITH IT SERVICE DESK

Provide your end users with a modern IT support experience from a global leader in managed services. IT Service Desk enables your business to keep running with end users receiving the IT support they need whenever they need it, whether day or night. Our **service** team becomes an extension of your IT department. With this help desk service, users gain expert help and a personalized experience through an online 24x7 remote IT service desk platform while removing the burden of day-to-day support tasks from IT. A multi-tiered approach from incident to resolution is designed to resolve hardware and software issues quickly. The result is employees remain productive while IT are able to focus on the bigger picture—driving business innovation.

To learn more about IT Service Desk and the entire portfolio managed services, visit [dell.com/managedworkplaceservices](https://dell.com/managedworkplaceservices) or contact your local Dell Technologies representative today.



[Learn more](#) about our  
Managed Workplace Services



[Contact](#) one of our  
service experts

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