

IT Support and Helpdesk

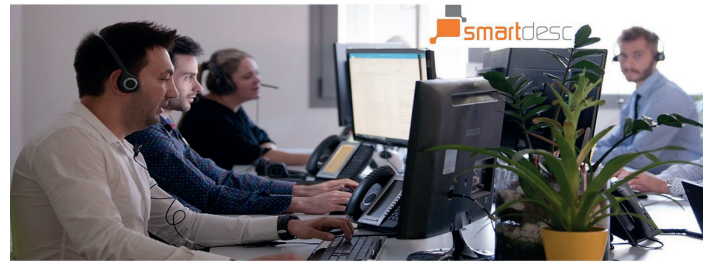
The Smartdesc IT Service Desk (Helpdesk) provides a single point of contact for all staff to get help on any IT issue from a professional and friendly team who work with charity and non-profit organisations every day.

Our Service Desk will always own IT support tasks end to end. This is critical to the success of any outsourced support; if staff feel their request is being passed around, the service level will break down, hence we insist that our team remain accountable for each and every task - even if it requires liaison with a third party, or to arrange a site visit to find a solution to the issue.

Our KPIs (Key Performance Indicators) give a true picture of the quality of the service:

- ▶ Across all customers our average customer feedback score is 4.8 out of 5.
- ▶ Across all customers in the last year, our average resolution time for all incidents is 30 minutes.
- ▶ Our SLA performance for the last 12 months:
 - ✔ Respond: 99.94% compliance (14 missed out of 22,364)
 - ✔ Resolve: 98.81% compliance (265 missed out of 22,113)

The managed support service includes, monthly reporting, trend analysis and better intelligence from incident and request management to focus on reducing recurring issues.



Proactive Support Benefits

Moving the first point of contact to a Managed Service Desk provides several benefits including:

- ▶ Visibility, reporting and analysis of issues and problems on a monthly basis.
- ▶ Consistent, priority driven resolution according to SLA.
- ▶ Greater bandwidth with more support staff, all with a great deal of expertise to deal with issues, and no reliance on in-house staff to fix issues.
- ▶ Clear responsibilities; where an issue requires onsite presence, it is agreed before and arranged, and our Service Delivery Manager provides a named escalation point whenever needed.
- ▶ Accountability – the Service Desk own the issue through to resolution, even if it gets escalated.

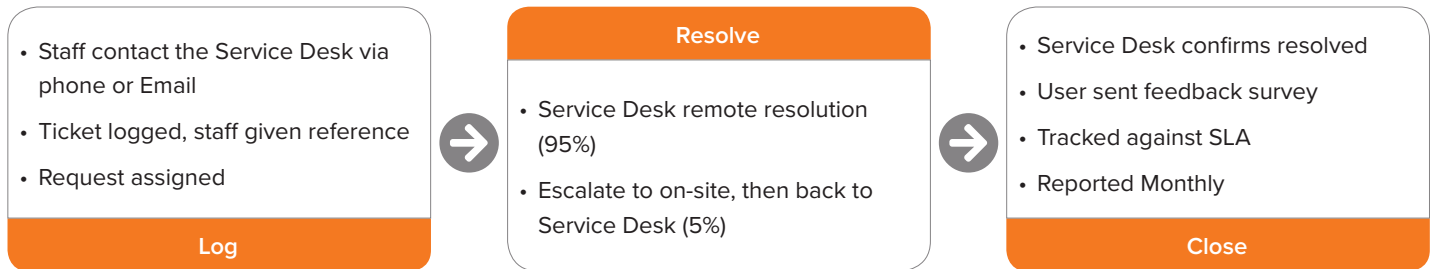
“Rehman was so patient, gentle, kind and tenacious, communicated so clearly... and he has a sense of humour! If all IT people had such well-developed soft skills like his as well as technical ones, this world would be a much less painful place! How refreshing!” **Mind**

“Nicolas is always very friendly, helpful and extremely efficient – a true star!” **Family Action**

“I am very happy. George knew what he was doing and accomplished what was needed in a timely manner.” **MOSL**

“The assistance I received was more than efficient. It instilled confidence and a sense of good team support, which I am grateful for.” **Designer Group**

Issue resolution Workflow



Measuring Success

Smartdesc uses five metrics that will ensure clients are always receiving a good level of support:

- Measure 1** Customer feedback results on support quality. Monthly user feedback reports are generated from our IT service management system and shared at each Quarterly Account Review.
- Measure 2** SLA Compliance. A monthly report on response and resolution rates of issues under the SLA.
- Measure 3** Quarterly Account Review. A face-to-face meeting with the Smartdesc Customer Experience Manager to discuss service levels, technology and strategy.
- Measure 4** ITIL & Service Desk Institute (SDI) recommended KPIs & Statistics. Full reporting on service desk KPIs such as First Time Fixes, trend analysis of issues and patterns in who and how the support service is being used.
- Measure 5** System uptime, security patch status, backup status. Regular reports or dashboard access will be given and discussed each quarter.

"Just a quick note to commend Josh's work yesterday. He got loads done and did it in an excellent manner. Very impressed." **Education Support**

"Nikos has resolved the issue quickly and is always very helpful and knowledgeable." **Alcohol Change**

"Excellent service, and all sorted in record time – thank you" **Family Action**

"The technician was outstanding and dealt with my issue in a very quick and efficient manner. Thank you!" **Terrence Higgins Trust**