

# Service Desk

+75%

**75% first call resolution** is routinely achieved at Datacentrix' Service Desk.

1-click

**1-click access** to CIO-level reporting and dashboards is provided as standard. Multiple layers and options of graphically presented service desk statistics are available at your fingertips.

30  
secs

**30 seconds** is the maximum time that any of your staff will ever have to wait before their call is taken. Datacentrix continually exceeds 99% SLA in call answering.

single  
service

**Single service aggregation** is an advanced service offered to all service desk customers, allowing a single point of contact for all of your customers and your support vendors.

>90%

**More than 90%** of our Service Desk personnel are MCSE certified. We use our best technical personnel at the front line giving you expert support at the point of contact.





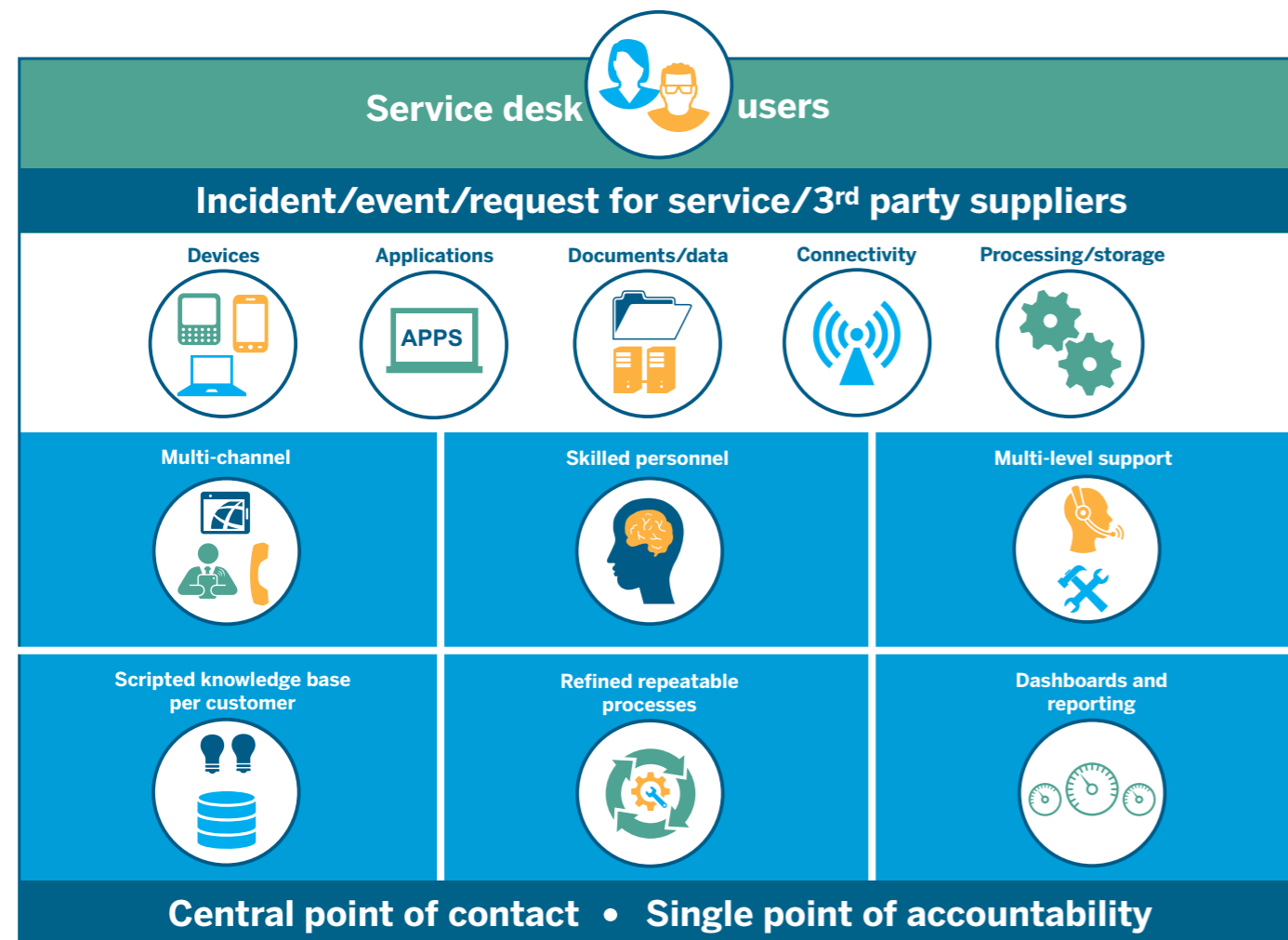
**Datacentrix provides a professionally managed Service Desk with guaranteed service levels. If you are looking for assistance, technical incident support, event management and a reliable single point of contact where service requests can be logged, our managed service desk model will give you that and more.**

Your managed service desk will provide your team with more time to focus on your core business while giving your employees or customers a pleasing and rewarding service desk experience.

Our people, processes and robust technologies give you the information to anticipate training needs, identify trends and increase responsiveness to your internal (or external) customers, ultimately assisting you to secure the reputation of providing quality service to those you serve.

Datacentrix will show you how you can reduce your IT spend annually through a Datacentrix-managed service desk operation while providing your customers with class-leading support. We make use of modern, proven technology and predictable, repeatable processes and various levels of automation that will ensure improvements in customer satisfaction.

Call us today and let us help you identify your needs in order to provide you with a managed Service Desk solution that will delight your employees or customers.



**First time call resolution (FCR)**

Our remote support Service Desk is staffed by highly qualified technicians, providing an efficient way to access immediate support for your employees or customers. It's convenient and fast. The vast majority of technical problems are resolved over the phone, with an online chat, or remotely via the network.

**Up to 24x7 support (always on)**

Unlimited true 24x7 live Service Desk support is provided. Our Service Desk is staffed around the clock with certified personnel available to provide immediate assistance.

**Private labelled Service Desk**

Whether your customers need technical, product or application support, Datacentrix' Service Desk support service can be branded and tailored to meet your specific requirements.

**Linked with systems availability monitoring**

Datacentrix' Service Desk is able to align with our systems and network monitoring services and high-quality remote support service teams providing an end-to-end technical support service.

**Implementation**

The time it takes to implement varies depending upon your specific requirements. Service Desk Lite can be up and running in five working days, while customised and private labelled solutions usually take longer. The transfer of personnel in accordance with Section 197 of the Labour Relations Act can also affect the time to implement.

Datacentrix dedicates its A-team to each implementation. These top-level people work closely with your IT management and human resources personnel – to ensure a good cultural fit as part of the transition to ensure a successful solution.

**Service Desk Lite**

Measureable savings usually require trade-offs. But at Datacentrix our optimised efficient Service Desk provides highly professional services through highly optimised standardisation. Cost efficiency is best realised where every process, procedure and action is reduced to a repeatable standard, allowing you to benefit from the economies of scale that the standardised operation delivers.

Service Desk Lite provides you and your customers with the best value for money service desk solution available, and the only trade-off is standardisation. The service is operated in the Datacentrix-way and does not offer customised service models. Datacentrix' service personnel will log user requests and incidents, monitor and track services against SLA and close calls according to Datacentrix' optimised Service Desk operation. Our service managers will provide you with a standardised set of monthly reports equipping you with information to help you steer your organisation towards the best quality delivery at the lowest cost.

Service Desk key aspects		
<b>Incident management</b> Remedying unplanned interruption/s to a service quickly and effectively	<b>Request for service</b> Managing requests from users for information, advice, for a standard change, or for access to an IT service	<b>Event management</b> Making sure CIs and services being monitored are timeously attended to when an error or outage occurs
<b>Problem management</b> Manages the lifecycle of all problems to prevent incidents from happening	<b>Single point of contact</b> Provides your customers with one number, one URL, and one email address	<b>Service continuity</b> Always providing minimum agreed service levels, by reducing the risk from disaster events to an acceptable level

## Technical data: Service Desk

Specification	Datacentrix
<b>Process framework</b>	ITIL v3
<b>Central facility</b>	Located in Midrand, Gauteng
<b>Hours available</b>	24x7x365 "always on"
<b>Service agent skills</b>	Minimum requirement of MCSE
<b>Service levels</b>	30 seconds to answer
<b>Service desk application</b>	FrontRange HEAT 2013
<b>Integration service</b>	Various SD Applications via Middleware Software
<b>IVR</b>	Mitel with voice call recording
<b>Contact channels</b>	Share call, email, web portal, fax, self-service app
<b>Telephone service level</b>	30 seconds answer rate
<b>First call resolution rate</b>	+70%
<b>Service desk SLA achieved</b>	+98%

### About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

#### Corporate office

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