



# Concorde Services

## ServiceDESK

*Concorde's ServiceDESK is for customers who choose to let us take the day to day strain of selected IT operational tasks at varying levels. We will liaise with you to help you define what aspects of support you wish to devolve from your own, in-house IT thus allowing them to concentrate on more important or strategic tasks. .*



Concorde's ServiceDESK will act as your 1st or 2nd level support partner whereby we will take calls from your users or your own helpdesk, deal with them in priority order and manage the resolution from start to finish. We will deal with low level mundane tasks all the way through to complex technical issues including liaising with your other service or software vendors.

Support can be provided over the phone or by dial-up connection and an escalation procedure provides on-site support where necessary.

### **Key Features of our ServiceDESK includes:-**

- Target telephone answering response times
- Status updates on incoming support calls
- Remote monitoring option
- User Administration
- 1st time assistance
- 1st/2nd line software support
- Dedicated engineers with wide-ranging skills
- Senior consultants available to escalate technical problems
- File Restoration from Back Up
- Remote Software Installation
- Vendor management
- Based at Concorde or customer site
- Logged calls regularly audited
- Extensive management reporting
- Extensive stockholding enabling cover for mainstream manufacturers equipment
- Competitive pricing

### **Typical Cover Periods & Fix Times**

- Entirely bespoke and in sympathy with the customers' needs

