



IT Service Desk

Optimizing Your IT Needs

BUSINESS CHALLENGE

As your organization expands, the task of keeping your IT system and workplace infrastructure up and running becomes increasingly complex. The frontline of this effort is your service desk. Here, inefficiency can impede timely resolution of incidents and requests. This can in turn slow overall growth, raise IT costs, lower productivity, induce outages and negatively impact the satisfaction of customers and end-users. Our team helps alleviate the pain points that impact your business productivity with prompt problem resolutions and put processes in place to minimize incidents from occurring again.

OUR SERVICE DESK SOLUTION

The Service Desk plays a vital role in keeping critical business systems run smoothly. FREENET provides a proactive integrated service desk supporting the Top 100 local companies, MNCs as well as smaller companies from different industries. We deliver high quality service desk support 24 hours a day, 7 days a week and 365 days a year. We follow ITIL best practices to help our customers move beyond reactive incident management into request, incident, problem, configuration and change management that drive higher levels of IT service management performance. Among some of the Service Desk services offered are the Call Center Facility (IPPBX), Help Desk System, 24 x 7 Service Desk Analyst service including Incident Management, Problem Management, Request Management, Availability Management, Release Management and Change Management.

Single Point of Contact (SPOC) Support

Led by ITIL Best Practices, FREENET's Service Desk acts as the nodal point between service providers and end users whereby users are proactively kept informed of all relevant service events, actions and service changes that are likely to affect them. FREENET has shaped its Service Desk to solve your issues as fast as possible, and in most cases with a single call. Rapid determination of the root cause of a problem, rather than just looking for a short-term remedy, avoids similar problems in the future. By simplifying trend management and incorporating tracking, analysis and problem history reporting services, we help you stay in control. More and more of your incidents will be solved at first-line level, reducing your dependence on second- and third line calls.

Multichannel Support

Our flexible approach enables end users to receive support in the method that suits their needs via e-mail, phone or fax. Give us a call today or whichever method you prefer and let us help you identify your needs to build a custom-tailored Service Desk and allow you to gain a competitive advantage in the marketplace.

SLA Accountability

We develop Service Level Agreements (SLAs) and performance-based contracts that ensure ownership of incidents from request to resolution, and that drive continuous improvement.

OUR SUPPORT SERVICES

24 x 7 Technical Support

Technical support – Messaging applications (MS Exchange, Lotus Domino, Surgemail, Postfix, Apache, Linux)

Technical support – Active Directory, LDAP, Microsoft Office SharePoint Server, Microsoft Internet Information Services (IIS)

ISO 27001 certified and ITIL Best Practices compliance

Remote access support – Desktop hardware and network

Asset Management

YOUR BUSINESS NEEDS

- Cost effective, reliable support 24 x 7 x 365
- Performance management and reporting
- Consistent support processes across all locations
- Strong end user satisfaction
- Continuous improvements