

Service Desk

Every organisation is effected by change on a daily basis. For the IT department, management of change has become a key focus area, requiring an increased amount of resource and commitment.

With increasing dependency on business processes across IT services and IT infrastructure, it has never been more important to ensure that changes to the infrastructure are managed to perfection. What's more, you need a detailed understanding of the business impact of an outage as well as the ability to control the process to execute upgrades and changes flawlessly and maintain service availability and service performance to the agreed levels.

Highlander Direct Desk is a comprehensive, scalable IT Service Desk designed to provide a 24/7 support service. Using the Highlander Direct Service Desk ensures you can easily streamline IT service processes as well as manage the IT service life cycle through comprehensive service level management capabilities. Highlander Direct Service Desk provides effective controls for critical service support and service delivery processes.

Challenges of service and support management
Managing service commitments and keeping users networks mobile is the core goal of Highlander Direct service support activities. Today, keeping people connected with their network infrastructure is more complex than it has ever been. Technology is constantly advancing, the infrastructure is rapidly converging and the demand changes as businesses evolve. To meet this challenge users are being asked to do more within a shorter timescale, which in turn increases expectations on managing service commitments, motivating and effectively managing support personnel, addressing governance issues and doing so with the constraints of declining budgets.



Engineer at Customer site

Optimising service and support

Highlander Direct Service Desk addresses the challenges of managing today's complex service and support requirements. Providing a comprehensive and scalable service management solution Highlander Direct Service Desk is available to you all year round.

The technology behind Highlander Direct Service Desk is designed to reap maximum benefits to you through a service and support solution that can grow in parallel with your network requirements. Servicing the UK and Ireland, Highlander Direct Service Desk handles over 1 million incidents and requests each year.

Distinctive features and functionalities

Highlander Direct Service Desk is designed to meet all your service and support requirements. Whether they need network integration with supporting IT management or highly capable knowledge resource, Highlander Direct Service Desk can meet the demands of today's businesses. Our service has been tailored over a number of years to accommodate the features and functionality required to support a multi-vendor, non-proprietary technology environment.

Incident management

Incidents are faults, errors and issues that users are experiencing with their network. All incidents are logged immediately through the Highlander Direct Service Desk.

Key features of Incident management:

- > Log calls for users
- > Incidents are automatically routed to teams or individuals based on client and type
- > Full service level times and milestones recorded
- > Time spent at each action and function recorded
- > Link incidents to problems, change requests or known errors
- > View asset information eg. Software installed, hardware specifications
- > Check against open calls, user or asset to prevent duplicate calls being logged

Knowledge management

Within any organisation the distribution of knowledge to staff is essential, allowing staff to have the knowledge resource to perform general day to day roles efficiently and effectively.

Highlander Direct's Service Desk allows knowledge to be recorded, monitored and distributed to the required teams effectively. Partitioned knowledge bases allow managers to decide who has the relevant knowledge to support field engineers with any additional technical information that is essential to address a particular site visit.

Raising an incident

Engineers are able to raise new incidents via the Highlander Direct Service Desk. Screenshots or files that can aid the Service Desk in rectifying the incident more efficiently can also be added. After the call has been logged with the Service Desk the engineer has the ability to add additional notes to the call, allowing further actions to take place.

Engineers also have the ability to remotely update calls and even resolve them; this activity through a secure portal will automatically update the Highlander Direct Service Desk records ensuring high levels of productivity.



Engineer remotely connecting onto the Highlander Direct Service Desk

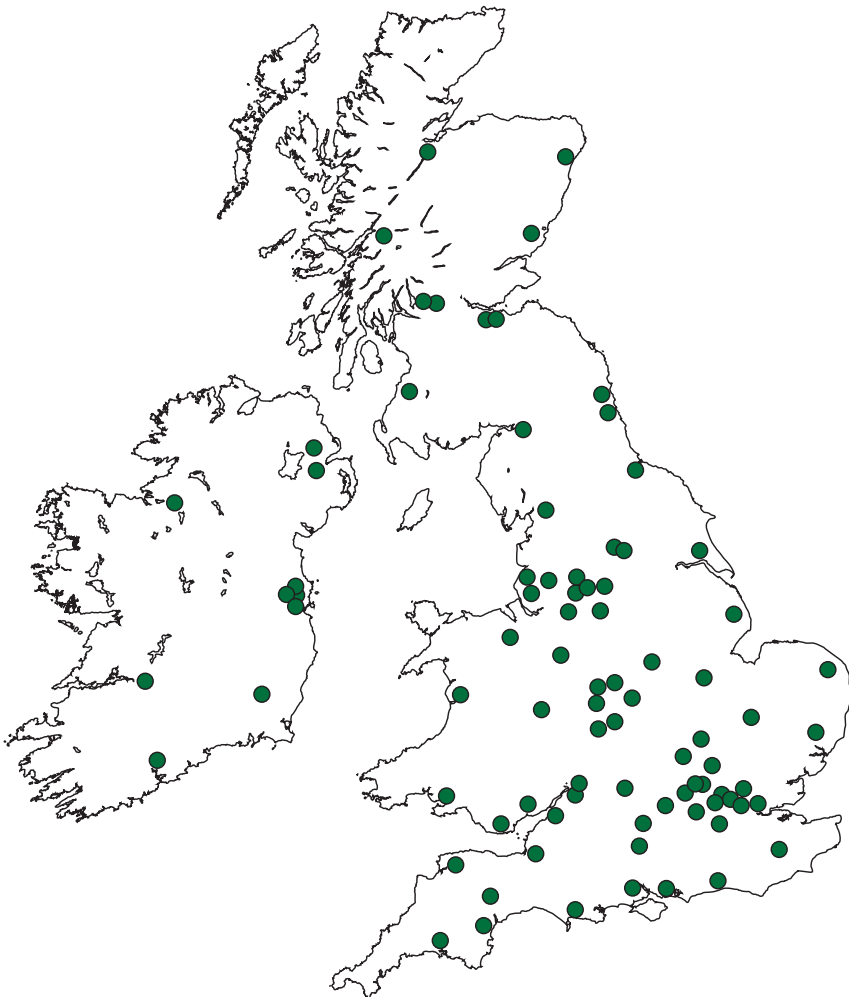
Service level management

The Highlander Direct Service Desk features dynamic Service Level Agreement (SLA) management capabilities. All incidents, requests and engineer calls are recorded into an inventory allowing Highlander Direct Service Desk to quickly search any recent or previous call records.

The 24/7 Highlander Direct Service Desk has the ability to receive and track calls at any time of the day or night ensuring that you are supported in the most efficient way possible, keeping downtime to the absolute minimum.

Key features include:

- > Unlimited SLA's
- > European network of field engineers
- > User defined priorities
- > Breached and near breach analysis with warnings via e-mail, pop up notify, colour coding, BlackBerry/PDA and mobile phone alerts



Highlander Direct field engineer locations



Highlander Direct Service Desk

Why choose Highlander Direct?

Highlander Direct is fast becoming recognised as one of the leading network and IT support service providers across the UK and Ireland.

Due to considerable investment in an infrastructure that includes a highly qualified technical team, competitive pricing model and an unrivalled level of service, Highlander Direct can confidently provide prompt installation, integration and maintenance on a wide range of data systems throughout the UK and Ireland. Highlander Direct's technology portfolio includes WAN, LAN, Security and IP Telephony incorporating all the leading network vendors including Cisco, Nortel, Juniper, IBM, HP and Extreme Networks.

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