

## IT Helpdesk Service

Global 24/7 support and a single point of interaction for incidents

**The IT helpdesk is the “Front Line” of any IT organisation. It is the point at which the users and potentially clients interact with their IT.**

**Having an efficient helpdesk that manages problems from relatively simple such as password management, up to ensuring the correct resources and skills are mobilised to solve more complex issues are all managed by the helpdesk.**

### The Challenge

As reliance on IT for business increases, the requirement to deliver round the clock support is key. This shift, coupled with the continued need to drive automation and efficiency can result in a number of challenges that have to be resolved.

The requirement to move IT support from business hours to a 24/7 model can be a costly exercise, but not as costly as not meeting your customers requirements.

The need to address a knowledge/skill gap, as businesses today are supported by an increasingly diverse range of technologies, applications and platforms.

Manning helpdesks often require scale at busy times and coverage for extended support windows, requiring relatively large numbers of staff to operate them well. It is very much an “always on” function for many companies.

### The Solution

Here at Bell we have years of experience in IT operations and a track record of efficiently and professionally providing help desk support for many clients and partners.

The Bell helpdesk provides a single point of interaction for incidents, changes, problems and release management. With ITIL-based best practice for service delivery and service level management and reporting, its a key component in the smooth and efficient running of any IT organisation.

Having satisfied users and efficiently run systems and services is critical in more complex IT organisations, the efficient running of the Helpdesk, consistently day in, day out, is a significant undertaking.

Keeping the right skills can also be challenging. Providing scale as businesses grow, new technologies are deployed, or business activities such as mergers and acquisitions take place can all be supported by Bell Integration.

**Whatever IT helpdesk challenges you face, consider Bell with confidence.**



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