

Delivering a personalised support experience

Our Managed Service Desk is ideal for organisations that need an external IT technical support service to handle calls from end users reporting incidents or raising service requests.

Manned by technical or dedicated service desk personnel, our Managed Service Desk delivers the knowledge, processes and procedures required to support IT infrastructure and critical applications.

Our agents follow agreed ITIL-based processes, escalating as required to ensure that agreed service targets are met. All requests received from end users are confirmed by receipt and allocated a unique ticket.



Advance notifications of planned maintenance that may impact end users.



Service reporting and representation at service management reviews.

Service Highlights



Reception and logging of each incident or service request call.



Branded call answering, using your salutations and scripts.

For incidents:

- First-line triage and, where appropriate, fix by first-line agents.
- Ownership from receipt of the end user's first call through to resolution and sign-off.
- Pro-active updates at a frequency that matches incident severity.

For service requests, which are change requests:

- Receipt and acknowledgement.
- Progression through our change management process.
- Keeping the requester informed of progress.



Pro-active escalation of any incidents and service requests that exceeded their service target.



Incident notification of unplanned service-affecting incidents.



With our expertise you easily gain access to a team of highly-trained, fully qualified specialists to take care of your IT system.

High first contact resolution rates, reducing the need for on-site support, minimising downtime and increasing productivity.

Single point of contact and central point of accountability where service requests can be logged and managed.

The value we offer you

No personnel management issues, enabling a focus on business issues rather than people issues.

Better financial leverage, by lowering fixed costs and at the same time strengthening ROI.

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Want to free your IT people to focus on more strategic projects?

Enquire today on 0330 332 7933

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With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercitytechnology/accreditations](https://www.intercitytechnology.com/accreditations)



Work together



Work anywhere



Work securely

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TECHNOLOGY

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