Instant Support
for modern IT environment

Allied Digital's Desk-side Support (DSS)

Desk-side Support remains one of the most prominent features of an organisation's IT capability. Allied Digital's Desk-side Support (DSS) undertakes a lifecycle approach towards managing end user devices including laptops, desktops, multi-functional devices, printers and other desk-side devices.

DSS also forms an integral part of Allied Digital's **IT-as-a-Service** (ITaaS) core offering. Our Desk-side support capabilities include:

- Hardware break/fix & Warranty Support
- Peripheral device support
- Install, Move, Add, & Change (IMAC) services
- LAN/WAN (where applicable) support services
- Shrink-wrap software support services
- First level application support services
- Enterprise specific support services (where required)
- Backup and recovery processes
- Output Management

allied digital ™
IT managed.Responsibly.

Gartner®

**Effective Management Can Cut Total Cost
of Ownership for Desktop, Laptops by**

42%

Allied Digital realizes the importance of emphasizing the technical skills, customer service relationship and rapid support that is required in the modern information technology environment. Fast allocation of skilled technical resources and team members to solve problems is our key to keeping the environment "up", and costs down. Our DSS technicians have obtained CompTIA's A+ certification, and possess the manufacturer training and certification to perform warranty support for the devices they support. This means that manufacturer approval for warranty support for your equipment, such as Hewlett-Packard, Dell, Lenovo, and many others, ensures that you will obtain world-class support for your technical environment.

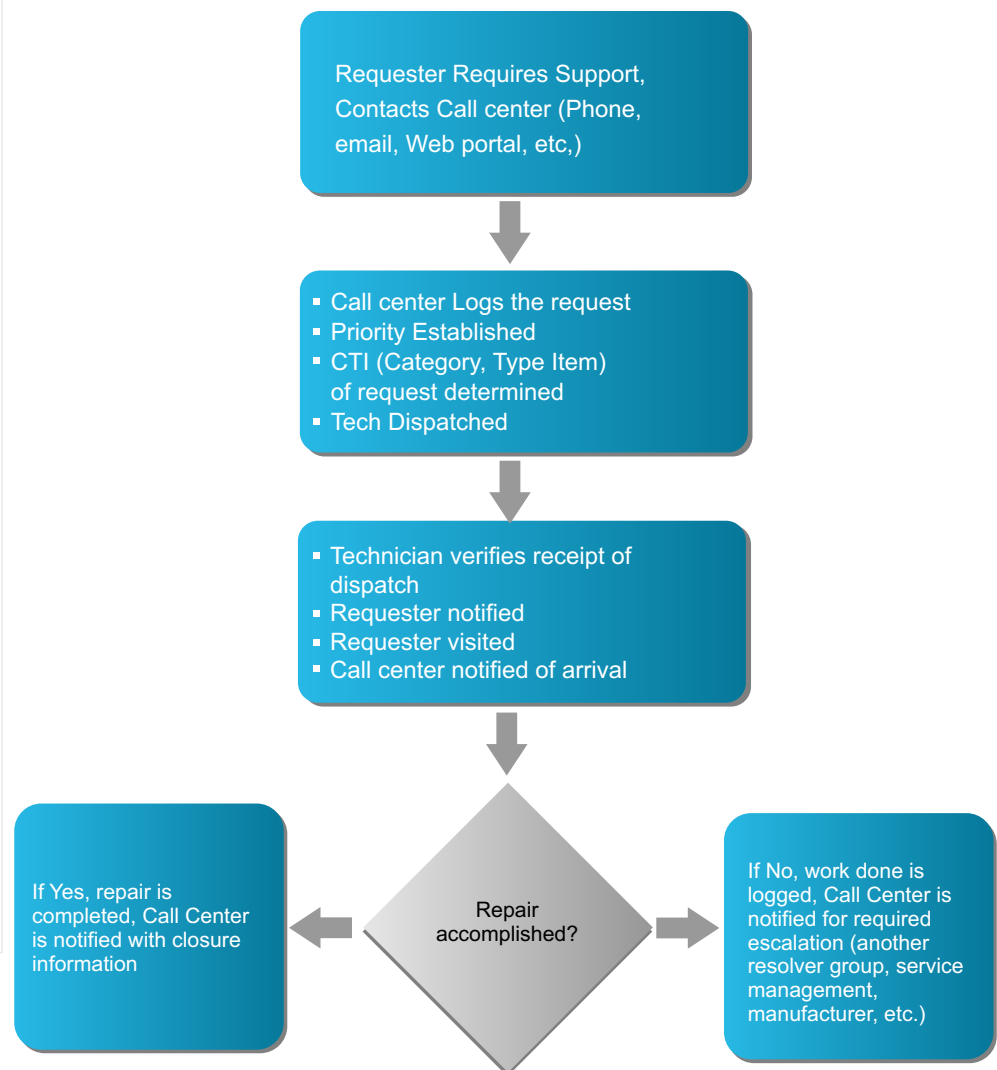## Desk-side Support Service Flow

Allied Digital's Distinction

As an organisation with a global reach, Allied Digital remains one of the most preferred choices by clients worldwide. Some of the key attributes which ensures our distinction against our competitors in the market includes:

- Over two decades of in-depth experience and cutting-edge thought leadership

- Continuous industry accolades reassuring our service delivery capabilities

- 24X7 services - anytime, anywhere, any device.

- Dedicated Customer Centric Approach with no third-party outsourcing.

- Proprietary Integrated Service Delivery Framework.

- Technical Excellence with a global resource base of experts and consultant.

- Delivery Assurance - ("Quality, Compliance, Collaboration and Care")

- ISO Certifications – 9001, 20000- 1, 27001

Requester Requires Support, Contacts Call center (Phone, email, Web portal, etc,)

- Call center Logs the request
- Priority Established
- CTI (Category, Type Item) of request determined
- Tech Dispatched

- Technician verifies receipt of dispatch
- Requester notified
- Requester visited
- Call center notified of arrival

Repair accomplished?

If Yes, repair is completed, Call Center is notified with closure information

If No, work done is logged, Call Center is notified for required escalation (another resolver group, service management, manufacturer, etc.)

A Global IT Transformation Architect.™

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