

A photograph of several call center agents wearing headsets, smiling and looking towards the camera. The background is a blurred office setting.

**Higher first call resolution rates**  
**Higher customer satisfaction**  
**Increased employee productivity**

A horizontal strip of decorative icons including a colorful bar, a skyscraper, two people in a meeting, a globe, a hand on a mouse, a lightbulb, and a hand holding a tablet.

## Service Desk Management (SDM)

Allied Digital's Service Desk Management (SDM) offering, led by Information Technology Service Management (ITSM) framework act as a single-point-of-contact (SPOC) for end-users. It proactively keeps end users up to date with all relevant service events, actions and changes that are expected to affect them. Our SDM provides end-to-end ownership of the calls from initiation to resolution. Our global presence, large pool of ITIL certified staff and matured infrastructure and robust processes help us focus and seamlessly achieve 'First Call Resolution' to retain user productivity within a compressed timeline.

Our Service Desk Management experts handle over 1.4 million support requests from our clients on an annual basis. These support requests are managed and facilitated from our Global Service Desk based out of India and the USA, alongside multi point presence spanning across several geographies.



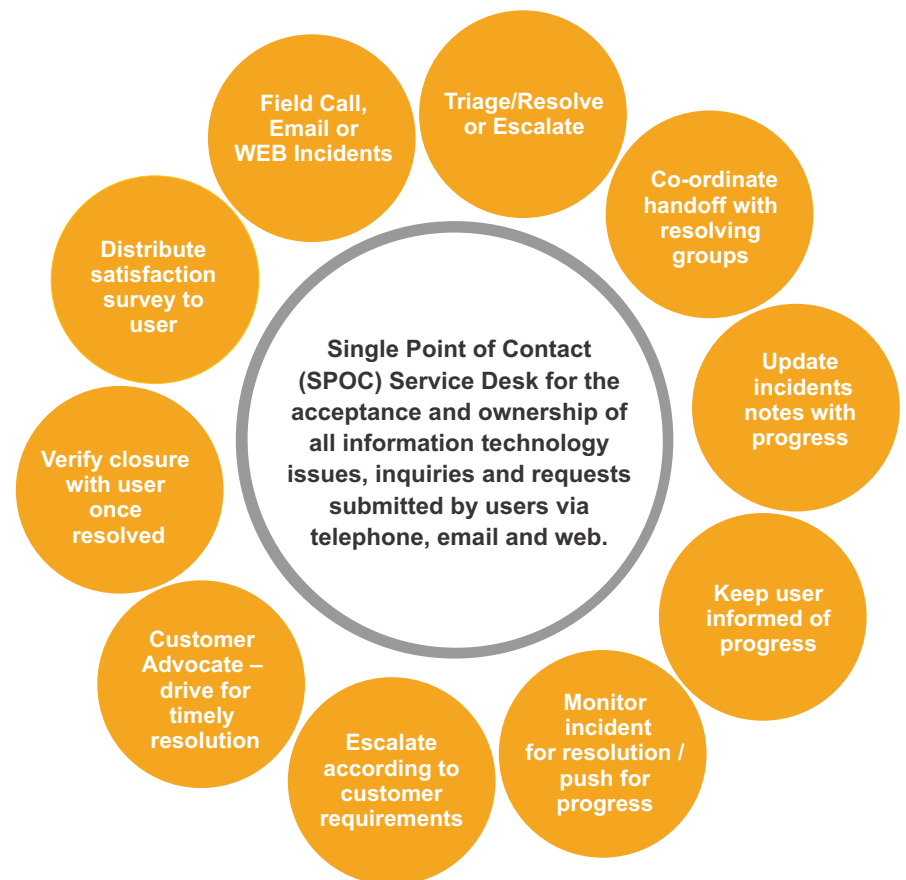
*Allied Digital automated process tools, streamlined workflows and best practices help you to increase efficiency and reduce costs.*

## Why Service Desk?

- Accelerate maturity of support organization
  - Standardize and setup shared IT services saving costs
  - Implement Service Levels and enhance performance expectations
  - Instill accountability for resolving user problems
  - Improve operational efficiency and availability
- Solve problems faster and more accurately
- Single Point Of Contact for all enterprise IT services
- Improve end-user satisfaction and get consistent service
- Gain real-time insight into enterprise support demand and corresponding resolution activity
- Provides improved technology that supports all service desk operations and workflow

## What we offer

Our SDM offerings range from automating existing client service desks to implementing new service desk capabilities, consolidating IT service desks and providing web-enabled support. The list of Incident Handling Activities managed by our SDM includes:



## Business Intelligence Reports

Allied Digital highly matured and proven reporting system, helps you to get customized report as per your business requirement. Our reporting system helps you get detailed call analysis and FCR status improved

- Gives you instant access to thumbnail views of reports for immediate access to inventory and status information through an intuitive report dashboard.
- Includes expanded publishing capabilities to let you schedule and automatically generate reports in HTML, PDF, DOC, RTF and XLS formats, and publish those reports to a file share for improved access to current data.
- Provide e-mail generated reports to an individual or to groups of console users which automatically gives scope to filter inapplicable information out of the report and create higher relevance and accessibility

# Business Value

## Flexible Support Model, the way you need it

- 24x7, after hours, overflow
- Onshore, offshore, cost effective combination
- Dedicated and shared team structure
- Robust technical expertise, Level 1, 2 & 3
- Supports end user devices to network, security and data center operations.
- Multi-channel, phone/email/web

## Integrated knowledgebase

- Remediation techniques and Configuration standards
- Standard Operating Procedure (SOP)
- High First Call Resolution (FCR) performance

## Smarter Technology (Integrated Service Delivery Framework)

- Automated ticketing on alerts
- Provision for analytics and correlation
- Comprehensive SLA Manager
- Enhanced end-user experience

## Linkage to resolving groups - single ownership

- Dispatch Services, 3rd party vendor support
- Client Advocate – monitor and drive timely resolution

## Real time dynamic and detailed reporting

- Gain real-time insight into enterprise support demand and corresponding resolution activity
- WEB portal for on-demand reporting
- Service Level performance including rolling history
- Custom reporting
- Common data formats supported for easy manipulation

Solution Features	Service	Benefits	Differentiators
<b>Single Point of Contact</b>	<ul style="list-style-type: none"> <li>Users can call, email or use the WEB to report issues</li> <li>Customized support hours (24x7, after hours, overflow)</li> <li>Support location options (onshore, offshore or combined solution)</li> </ul>	<ul style="list-style-type: none"> <li>Ease of contact for end users</li> <li>Support when and where needed</li> <li>Predictable, consistent service</li> <li>Cost effective options</li> </ul>	<ul style="list-style-type: none"> <li>Responsive Service Levels</li> <li>Flexibility with shared and dedicated teams</li> <li>Best shore combinations for maximum cost savings</li> </ul>
<b>Technologies Supported</b>	<ul style="list-style-type: none"> <li>Microsoft and shrink-wrap software</li> <li>Hardware triage and troubleshooting</li> <li>Vertical and unique industry applications</li> <li>Network administration tasks</li> </ul>	<ul style="list-style-type: none"> <li>Users can call one number for support of all enterprise technologies</li> <li>Free up strategic resources by leveraging the Service Desk for first and second level support</li> <li>Immediate resolution to more incidents</li> </ul>	<ul style="list-style-type: none"> <li>Thorough documentation of Standard Operating Procedures enables support of a wide variety of technologies and high first call resolution</li> </ul>
<b>Tools and Infrastructure</b>	<ul style="list-style-type: none"> <li>Clarify Incident Management</li> <li>Cisco Call Manager</li> <li>Cognitor Enquire Knowledge Base</li> <li>LANDesk (RDMS) for Remote Management</li> </ul>	<ul style="list-style-type: none"> <li>State of the art technology and tools</li> <li>Enterprise class scalable infrastructure</li> <li>Common format for all data</li> <li>Robust capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Scalable, stable infrastructure which can be highly customized for clients needs</li> </ul>
<b>Implementation Methodology</b>	<ul style="list-style-type: none"> <li>Project Management Office manages transition</li> <li>Dedicated implementation team and detailed project plan</li> <li>Clear methodology for streamlined, non-disruptive transition</li> </ul>	<ul style="list-style-type: none"> <li>Streamline transition and minimize disruption to the enterprise</li> <li>Fast track to "go live"</li> <li>Enables immediate benefits of new support structure</li> </ul>	<ul style="list-style-type: none"> <li>PMI Certified Project Management Team makes transition smooth and non-disruptive. Clients begin reaping the benefits of the new service faster</li> </ul>
<b>Robust Reporting</b>	<ul style="list-style-type: none"> <li>Monthly incident and ACD reporting</li> <li>WEB Portal for on-demand reporting</li> <li>Daily open incident reporting</li> <li>Custom reporting</li> </ul>	<ul style="list-style-type: none"> <li>Understand enterprise support demands</li> <li>Resolve user issues expeditiously</li> <li>Prevent escalations and delays</li> </ul>	<ul style="list-style-type: none"> <li>Leveraging metrics, trends and statistics to understand entire enterprise support demands and resource utilization</li> </ul>
<b>Additional Services</b>	<ul style="list-style-type: none"> <li>Remote Management via LANDesk</li> <li>Multiple languages supported</li> <li>Linkage to 3rd party resolving groups</li> <li>Integration of Allied Dispatch Services</li> </ul>	<ul style="list-style-type: none"> <li>Reduce deskside visits by utilizing remote management capabilities</li> <li>Streamline the resolution process</li> <li>Leverage Allied Dispatch Services for deskside visits</li> </ul>	<ul style="list-style-type: none"> <li>Fortify Service Desk capabilities to resolve more issues on first call. Lessens the support burden for Client's technical resources.</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>Service Level Agreements</li> <li>ITIL Framework</li> <li>Help Desk Institute methodologies</li> <li>Quality Assurance program</li> </ul>	<ul style="list-style-type: none"> <li>Clients buy exactly the service level they need</li> <li>Standard methodologies ensure predictable support</li> </ul>	<ul style="list-style-type: none"> <li>Buy service that performs exactly as required. Accountability, efficiency and accuracy.</li> </ul>

For more information contact us at: [enduserit@allieddigital.net](mailto:enduserit@allieddigital.net)

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