EUROPEAN SERVICE DESK

Governance

Service Management

Service Desk

Application Outsourcing

Infrastructure Outsourcing

Business Solutions to End Users
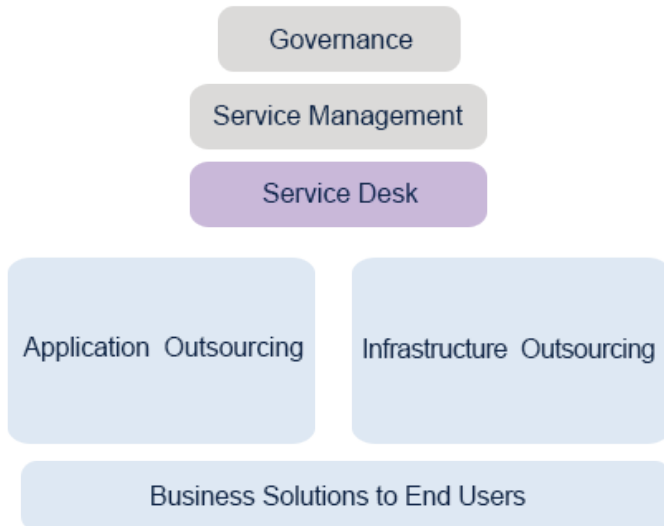
European Service Desk is a packaged, scalable solution designed to ensure the business is in control and fully aware: fully aware of incidents – when they happen and when they are resolved; fully aware of performance against Service Level Agreements (SLA); and fully aware of the value that the Service Desk brings to the business.

Multivendor Service is well known for providing superior IT Service Desk functionality, either as an autonomous service or as part of a wider service package.

Dedicated Service Desk units within our service centers can expand to handle many thousands of calls per month, to support a vast range of applications and infrastructure across many end-user communities in all Europe.

Our **Service Desk**, active 7x24x365 day supports many european languages with native language professionals.

**DSD - DYNAMIC SERVICE DESK**

1200 h/y TRAINING

EUROPEAN MULTILANGUAGES

CERTIFIED PROCESSES

ITIL®

It uses our Dynamic Service Desk (DSD) system, that provides the posibility for every operators/technicians to work as a remote customer with all the functionalities expected, thanks to a Cloud Base infrastructure.

Ours Foreign headquarters (ITA, CH, FRA, UK, NED) and our parteners asures the quality of services supply, both for support services and onsite services.
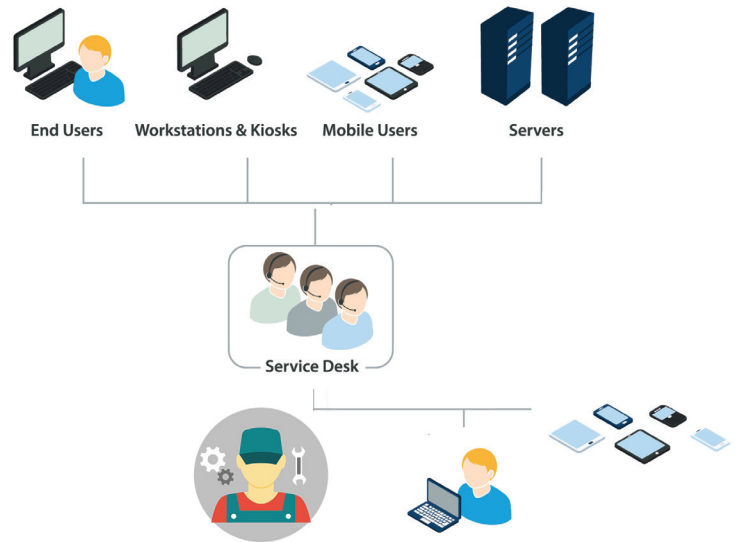
NUMBERS AND BENEFITS

Service Desk	
Calls received within 20 working seconds (excluding welcome message)	85%
Calls abandoned	< = 5%
Calls resolved at first contact (where a remote resolution is applicable)	> 70 %
Max. Duration call length	15 minutes (thereafter call will be transferred to 2nd level)

- Annual incoming call 2017: 132.743
- Metrics and proper process controls
- Executive reporting
- Transparency and control of costs
- Improved end-user experience;
- Territorial technical structure support
- Fixed monitor of the state of manufacturing procedures
- Welcome call
- Set an appointment

SPOC AND CALL DISPATCHING

The single point of contact is the first point of contact for IT support. Our infrastructure allows a management characterized by high levels of operating efficiency and relevant scale economies of scale.
Services' perimeter includes:
User and location identification;
Problem categorization and ticket opening;
Feedback and ticket's processing.

HELP DESK 1ST AND 2ND LEVEL

The high competence of our agents allows the delivery of a highly specialized technological help desk service, with performance above the sector average.

GOVERNANCE

Service Management
Regional Focal Point
IMAC Coordination
Project Management

SYSTEM SERVICES 2ND AND 3RD LEVEL

IAM – Identity and Access Management
RIM – Remote Infrastructure Management
Centralized and specialized support
Command Center
MDM – Mobile Device Mangement
Cloud and Virtualization

FLEET MANAGEMENT

Our specialized team is able to estimate customers needs on the basis of the already present assets
IMAC
STAGING
Staging laboratry guarantees asset management and customised configurations of different devices. Our storage and logistic structure guarantees shippings and installations in the whole Europe, both End Users and Retailers

ONSITE SUPPORT

Thanks to our widespread distribution in the territory, our technicians provide technical support for the management of hardware and software issues.

KNOW HOW

BASIC SOFTWARE MANAGEMENT

Windows 7 – 8.1-10
Ms Office
Mail Client
AS400 Emulator
Acrobat Reader
Winzip / WinRar
Antivirus
Optional software

MANAGEMENT APPLICATIONS:

Business Intelligence

Microstrategy
EDW – HFM/FDQM
Finance

JDE
TLQ
Qlik View
Piteco
Intraweb
Human Resources

Corporate Uniform
eLearning platform
Concur
Sharepoint

Information Technology

Footprints Service Core (Service Desk Software)
Generic Documentation & Collaboration Portal Retail Back Office
JDA
G1 Sourcing & Invoicing
X-Store Micros
S2S/PI/AR WEB
Klienteling
Items & Prices Look Up

Supply Chain

Stealth
Ape/Ars
TxTSuite (TXTPlan, TXTDemand, PPAccessori)
DropShipment web tool
eLineLists
FileMaker
PLM JEW
RMR
Silk Tecnical Cards
Share
PenPc
SISC (ERP Microsoft)
AS/400
Industrial

Stealth400
Reflex

OPERATING SYSTEM

Linux
Notable Linux distributions as RedHat
Microsoft Windows
COMPUTER CLUSTER

Symantec Veritas Cluster
DATABASE

Oracle
Microsoft Sql Server
MySql
PostgreSQL

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