

MANAGED SERVICES FOR THE SERVICE DESK

The basis for more reliable processes within the company

Besides saving a business time and money, uninterrupted processes also avoid delays in project implementation.

Perfect support with audius Managed Services for the Service Desk

audius Managed Services for the Service Desk are a single point of access for all service requests and IT issues throughout the company. Managed Services include the following: 1st and 2nd level support as well as administrative activities for the Service Desk.

We can, on request, also take on all ticket processing activities, including monitoring and reporting. Holistic support offering swift problem resolution and a prompt response to inquiries.

! Benefits for your company

- Improved user satisfaction due to automation
- Swifter ticket processing

- High first call resolution rate
- Short response times
- Uninterrupted accessibility

✓ audius services

Strategy

- ITIL based, best in class, tailored to individual requirements
- Processes aligned with support philosophy

Technology

- Demonstrating a migration and transition path
- Assisting with process design
- Providing support in German and English
- Own ITSM toolset (optional)

Care & culture

- Dedicated / shared desk
- 1st level support for standard applications
- Knowledge management

Service management

- Process monitoring
- Service times up to 24/7
- Reporting of defined SLAs
- Control of special processes, e.g. major incident process

i audius expertise

We have been a qualified partner, providing comprehensive service desk support to our customers for many years: We support **more than 150,000 users in the IT and non-IT environment** and process **more than 47,000 tickets per month**. Certified experts use their specialist knowledge to ensure the reliability and availability of your environment. If necessary, we will bring in specialists to optimize, design, and build new services. Our wide range of services allows you to focus on your core area of expertise!

💬 Talk to us about your custom solution.

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