

DeskSuccess.com

**12
years of
IT support
experience**

**Specialised
approach in
Service desk
Consulting**



**Improving
the performance
of your
service desk**



“Help Desk and Service Desk Specialist Consulting”

Welcome to DeskSuccess.com

Desk Success is based in West Yorkshire and offers its services to companies across the UK. Our staff will base themselves at your site for your convenience. Ultimately, we will assist and guide you through the whole process, enabling you to maintain the skills in-house and keep control of the project. We have over 12 years experience in the IT support industry and therefore realise the diverse requirements each individual company has.

With plenty of experience and a solid background of IT support we have specialised in service desk & help desk solutions because we understand that these are the key to a successful IT department and business.

Desk Success focuses on process and technology, offering consultancy solutions with a personalised and friendly approach. Our fully qualified, highly trained and experienced consultants take the time to become familiar with your business and deploy best practice standards based on ITIL® (IT Infrastructure Library) guidelines.

The service desk is the first point of contact when your customers have a problem, complaint or query. That's why we operate solely in the service desk field. Our expert advice and simple resolutions will make a difference to your service desk's performance. Working closely with you, we will improve the quality of your customer facing IT service, reduce your costs and improve your operational abilities.



"Desk Success was the technical architect and project managed our Assyst implementation. They led on the design and build of our incident, problem, change management and asset management installation. The work was completed on time and budget."

Consultancy Services

We have developed a range of cost effective IT Service Management (ITSM) solutions appropriate for small, medium and large corporate sized businesses. We also appreciate that your requirements are unique and differ from those of others. Hence, our solutions are not "off the shelf" but are tailored precisely to your needs. With our service desk consultancy service, we review your business goals and your current first line support infrastructures. Working closely with your key people, our consultants ensure that proposed solutions meet their needs and produce project plans that focus on achieving your business goals in a timely and practical manner. We advise on performance improvements so that your service desk can be more effectively managed.

We advise you how to output, analyse and interpret monthly report figures, as well as how to resolve any management issues you may have.

Our service desk specialists deliver a fast and effective service, ultimately producing significant improvements in your IT service desk support. We always ensure we are on track to meeting your goals and KPIs.

Quality is key, so we operate to a high level of service and conduct regular performance reviews to ensure our service continues to meet your needs. Tailored precisely to your business needs, our services are designed to take the stress and hassle out of your service desk.



"Desk Success played a primary role in the Assyst implementation to time, budget and quality criteria. Desk Success demonstrated exemplary performance, delivering required outputs on time and to the right quality."



ITSM Design Services

'New Service Desk Design & Implementation / Service Catalogue Design / Process Development'

This is a complex undertaking, requiring meticulous planning and successful execution. Currently, there is great concern regarding ITIL, which stands for Information Technology Information Library. In essence, ITIL is set of guidelines that contribute towards enhancing the performance of existing help desk set-ups. ITIL is fundamentally a series of documents used to aid the implementation of a framework for IT Service Management. This customisable framework defines how Service Management is applied within an organisation. We will examine your current practises and then measure it against the standards being brought through ITIL specifications. Our aim is to examine how the new guidelines can seriously improve your working ambitions. We will achieve this through detailed consultations with you that enable us to ascertain the exact nature of what needs to be implemented and whether such changes can heighten business attainments.

Your input is the centre of our working plan and we will tailor all developments according to your specific demands. Through close consultation with you, we will devise methods that meet goals and can be modified if and when company demands change.

Drawing upon our history of successfully implementing efficient help desk structures, we can construct an effective design that will enhance future goals of your company and tailor it to your specific requirements.



"An impressive talent who brought a Process and Service Improvement mind set to the department while keeping a common sense approach to implementation which delivered results to the organisation."

ITSM Improvement Services

'Service management tool solutions / Performance improvements / Process Reengineering'

In an ever changing workplace you need the right tools to compete and evolve. Your demands may be altering and you require our expert support in either implementing current tools, or assessing what tools exist on the market that can significantly enhance work efficiency. This will always be done in close consultation with you and we endeavour to go with your exact requirements. If you wish to operate with existing tools then we can look at how we can redesign and improve performance. Should you wish to explore new innovations then we can present a detailed examination of emerging tools that better suit your business needs. Our aim is to put your business first. We will successfully work with you, always maintaining your core business requirements through any new service management solution proposed.

Using your current SLAs (Service Level Agreement) and KPIs (Key Performance Indicators) as a frame of reference, we will investigate any shortcomings and develop a strategy to maximise productivity and

"An in depth knowledge of Service Desk Management from ITIL. Functionality through Change Management Structure to Reporting and Analysis of the stored details."

eliminate inadequacies. This will be achieved through careful investigation of your existing reports and examining why envisaged goals are not being met. Our primary aims are to inspect your processes, people, tools and technology. Using this as our core performance mapping, we can discuss new proposals and negotiate a range of cost-effective applications to improve your business accomplishments.

All companies have processes of operation whether documented or not. In this current climate, businesses are being forced to undergo great change and that may have resulted in your business necessitating fresh company processes that sustain efficiency without compromising corporate expectations. From time to time you may need to assess if your established processes are meeting recognised demands. Perhaps your current processes are becoming an economic drain and you seek to revamp operations in order to save money. Drawing from our excellent background in process reengineering, we can guarantee to generate new methodologies that will greatly enrich your business practices.



The work carried out was exemplary. Desk Success was committed, helpful, tenacious and professional at all times. Desk Success was continually looking at better ways of implementing required functions, processes and procedures. They always discussed and explained the systems being implemented in order to facilitate greater understanding of the technology. Desk Success's key strengths are communication, delivery of product, knowledge, flexibility and customer service."

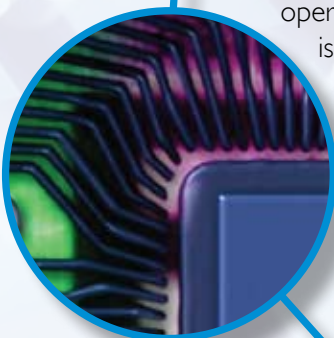


ITSM Transformation Services

Service Desk & Help Desk :Transitions / Mergers / Consolidations / Migrations

You may be a business experiencing great success. Through time, you've expanded your operations leading to greater corporate developments and natural business growth. As a result you've noticed your business system is becoming more fragmented and this has meant you have plural infrastructures in place when ideally you'd operate best with a singular streamlined structure. This is where our expertise will be of great benefit. We can take account of current system structures and distil: thus in turn enabling us to create a better business operation that allows you to merge and consolidate all current systems. In turn, this will be cost effective and help create effectual system operations that assist greatly in helping you run your business professionally. After all, efficiency is sought by any successful business and we will provide service expertise that promises to excel your trade needs.

You may wish to examine a seemingly complex transition for your help desk to evolve into a functioning service desk. We will examine your current help desk set-up and how effectively it meets company needs. We will inspect and assess the best ways in which to plan such an exercise. All avenues will be explored, from which we will present our detailed plan of action. We will then embark on implementing an agreed transformation plan. This process will be monitored with our expert management plan. We will ensure the transition fully complies with your needs and the demands of modern industry.



"Excellent knowledge of ITIL, highly knowledgeable on the subject of IT service management & Operations. Very down to earth consultant and very result oriented"

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DeskSuccess.com

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