

## Service Desk



### Overview

The Triangle Service Desk is designed to establish a single point of accountability and support for your virtual infrastructure. The Service Desk helps reduce downtime by providing enterprise-quality reactive support services across your environment

### Deliverables

Telephone and electronic support is the first choice for high availability and low cost support. The Triangle Service desk is built on our long track record in Infrastructure Support coupled with our proven expertise in call workflow management, triage, knowledge capture, problem escalation and resolution.

The objective of our Service Desk is to restore normal service, within customer expectations and with the least possible impact on the business activity.

### Service Elements

There are three Operational components to our Service Desk: Support, Operational Confidence and Transparency

#### Operational Support

- The Triangle Service Desk is manned by experienced specialists with technology-specific skills. They work with you to understand the nature and severity of your incidents, and to restore service.
- Our first hand knowledge of your environment gives you a problem-solving, reactive support function that is second to none
- The Triangle Service Desk also offers customers a secure self-service web portal for service requests, incident logging and updates, and access to Triangle's Infrastructure Knowledge Base.

#### Operational Confidence

- The service level expectations are designed to help you manage IT costs within the requirements of your business.
- Built on Information Technology Infrastructure Library (ITIL) best practices as defined by the ITService Management (ITSM) reference model. We have deployed industry leading software to deliver this.
- We have strong management practices with developed escalation processes to bring about successful outcomes in the shortest possible time frames. This ensures consistently high-quality support.

### Operational Transparency

- We provide Management Information reports for the service desk
- In addition to establishing quality metrics, the Service Delivery Manager will host regular service reviews to examine past performance and to understand and plan for future needs. This makes sure of the highest level of customer satisfaction.
- Triangle's Incident Management process keeps effective and detailed records of incidents. Triangle drives continuous service improvements by constantly monitoring our technical abilities and performance

### Scope

The Service Desk is available by purchasing a block of Service Credits (1 Credit = 1 Hr). Having a block of Service Credits in place gives you peace of mind and knowledge that your business is not losing service because of down time caused by infrastructure service outages or problems. Additional services can be added to the base Service Desk including; Proactive Monitoring, Problem Management and Daily Operational Support. Support Service Packs Options can allow for the delivery of Professional Services on site for activities such as installs, upgrades, migrations or other tasks that cannot be dealt with by the Service Desk.

### Pricing

Usage	Credits	Rate	Total
Low	10	€125	€1,250
Medium	25	€110	€2,750
High	50	€100	€5,000

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