

Service Desk Provider



Outsource Your Service Desk for Faster Response and Reduced Costs

Your service desk's responsiveness impacts your customer satisfaction and is key to the overall productivity of your organization. Having a central service desk for your internal and external customers means better workflows and faster resolution. Ventech Solutions works with our clients to develop a service desk that will provide continuous service improvement with processes that are flexible to change with your organization's needs.



Expect Quick Resolution and Client Satisfaction

With our service desk offering, your user requests are answered on average in less than 20 seconds promoting consistent, disciplined responsiveness to issues and their timely resolution. The use of ITIL processes and an integrated knowledge base ensures the right answer is provided on the users' first call. The ITIL best practice processes - through workflow and automation, notifications, knowledge management, self-service, and built-in reporting and analytics capabilities - is critical to improving IT operations through:

Increased Operational Efficiency:

Service desk agents work in an optimal manner when using automated processes. Simple issues and requests can be self-serviced, freeing up service desk agents to spend time on more difficult, and potentially more important tasks.



Improved Customer Service:

IT service delivery and support are not just about delivering high-quality IT services, but also meeting end-user, customer, and business needs and expectations. By using continuous service improvement, processes can be regularly refined so they continue to meet and exceed customer expectations.

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Enhanced Insight into Performance:

An integrated ITIL framework allows your organization to manage and capture performance data for each contact. This data - related to responsiveness, operations, service levels, and costs - is used to assess day-to-day activities, to demonstrate efficiency, effectiveness, and value, and to identify trends and process improvement opportunities.

Reduced Costs:

Optimized work flows help to reduce the reliance on IT personnel, decreasing costs and limiting the adverse effect of business-impacting IT issues and failed changes.

About Ventech Solutions

Ventech Solutions is a technology and healthcare solutions provider that leverages emerging technologies to deliver a wide range of enterprise services including cloud modernization, infrastructure, data, security and service integration support. Ventech Solutions leads and manages some of the most critical technology transformation initiatives for the public sector that empower government agencies to achieve their mission. For more information, visit www.ventechsolutions.com.