# YKP
SYSTEMS

END USER
COMPUTING
SERVICES

IT TODAY

Across every industry, the business world is becoming increasingly competitive, real-time and 24x7. Organizations now need to be more efficient, effective and agile than ever. This dynamic means that businesses need to rapidly adapt in order to keep pace and continue to see success in their given markets.

EUC

IT is an integral, critical component of today's business environment, inexplicably linked to almost every facet of the business process and go-to-market strategy. Only by leveraging sophisticated, high-quality IT solutions can an organization maximize the true business value of information technology across their enterprise.

Among the most essential aspects of any effective IT infrastructure are End User Computing services such as service desk and desktop/device management. Both of these End User enabling and support areas fulfill critical roles for firms, and as the first line of defense for IT, can be the difference between a business that struggles and a business that thrives. For these reasons, midmarket firms especially need to pursue best-in-class service. However, these businesses typically lack the internal infrastructure and resources needed to achieve these goals themselves.

That is why it is increasingly important for these businesses to turn to an industry-leading service provider, such as YKP Systems. YKP Systems offers best-in-class managed services solutions for middle-market companies for both service desk and desktop/device management; delivering total economic value, quality of service, pragmatic innovation and client intimacy, and we are ableto scale these offerings to meet any growing company's needs. Leveraging our YKP Systems Enterprise Architecture Management our managed service solutions are supported by a service management platform that combines technology, information, business process and people to enable the delivery of our managed services offerings to our clients.
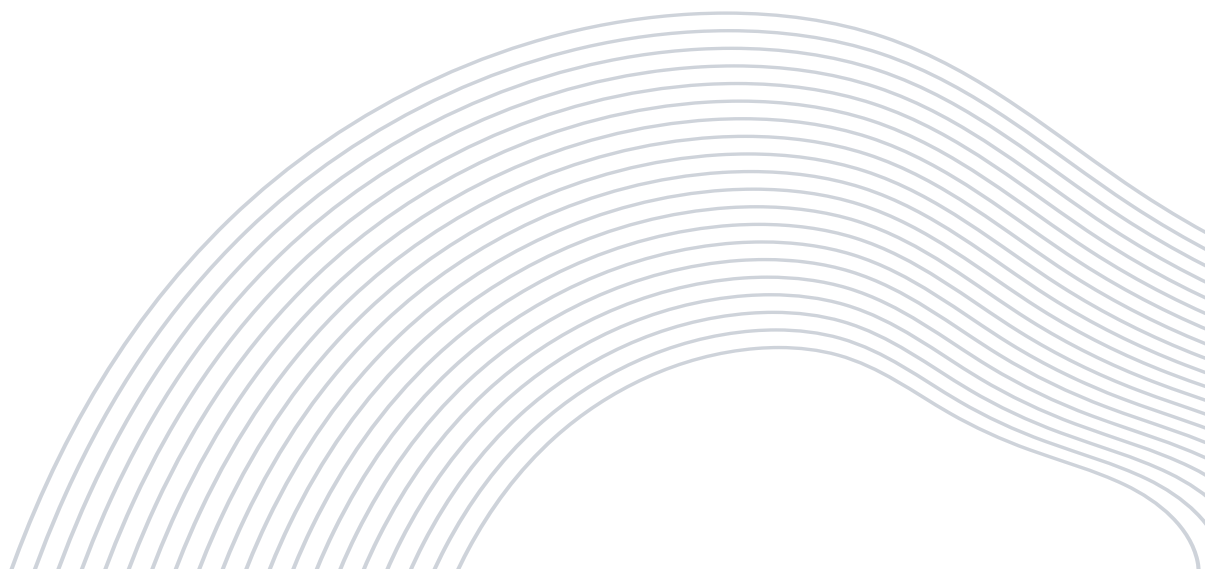
SERVICE DESK OUTSOURCING

To understand the value provided by YKP Systems service desk managed services program, it is first necessary to consider the issues that mid-market businesses confront when they attempt to holistically handle these responsibilities internally.

Client Challenges

One of the biggest problems organizations are likely to encounter when they keep service desk in-house is an inability to translate available data into usable information of increased sophistication. Over the course of the past few years, the number and variety of data points has increased exponentially. Online behavior, sensors, financial transactions and countless other sources are now producing more information than ever before. Further more, this data has skyrocketed in value, thanks largely to the development of advanced analytics and business intelligence (BI) tools. As a result of these innovations, data of all kinds, including unstructured information, has the potential to yield invaluable insight, which businesses are then able to utilize to make better decisions that will improve operations.However, when mid-market businesses attempt to perform the service desk function in-house, they often lose the ability to maximize on these potential insights. Simply put, the need to focus on service desk issues undermines their capacity to effectively collect and utilize all of the data they generate, as well as adjacent information that is available for collection.

These firms will therefore be at a significant disadvantage as competitors strive to much more efficiently gain value from the available data that can be gleaned from an effective service desk strategy. Service desk is often "the gateway" to the user's experience with IT and as such it can provide strategic business intelligence as to how IT should tailor its services to better optimize how the business users at large view, utilize, and leverage IT for success.

Another major problem businesses face when they keep service desk operations in-house is an inability to pursue more strategic initiatives. This is due to the simple fact that when service desk is handled internally, the IT department is inevitably forced to spend a tremendous amount of its time putting out fires - that is, handling the frequent issues that arise which, if left unattended, will damage or prevent daily operations from occurring. This makes it difficult, if not impossible, for the business to step back and strategize how to effectively grow and evolve, which can easily lead to the firm falling behind more technologically and operationally sophisticated competitors.

One final problem we have seen in the market is that businesses who attempt to bear the brunt of service desk responsibilities internally are faced with service unreliability. Lack of best practices, integrated automation platforms and total contact ownership can result in persistent problems, which can greatly undermine productivity. If the established service desk solutions are not reliable, personnel will not be able to perform their jobs as effectively as possible, hurting the company as a whole. For a growing business this can undermine a continued growth trajectory. With businesses and end users running 24/7 and with the ubiquitous nature of mobile devices the service desk must operate the same way

YKP Systems Solutions

By partnering with YKP Systems for service desk solutions, businesses are not only able to avoid these problems, but they will undoubtedly obtain a variety of additional benefits as well.

YKP Systems Service Desk 3.0 represents an innovative paradigm in the service desk sector. The solution is designed to offer a high level of service functionality at multiple levels, through multiple channels of interaction, allowing businesses to maximize efficiency and minimize downtime.
Service Desk 3.0 is also extremely flexible.

YKP Systems is able to scale up or down to meet the needs of any and all mid-market and Fortune 500 firms. YKP Systems Service Desk 3.0 is tailored to fit individual clients and it is based on extensive pre-discovery research, performed by YKP Systems team of experienced experts. Unlike other firms' service desk offerings, which are typically simple out-of-the-box solutions, Service Desk 3.0 can be made to fit the business, both now and as it evolves and expands over time.
Additionally, it is important to note that YKP Systems employs welltrained, India based service desk personnel, rather than offshoring to foreign markets. This results in a superior level of professionalism and reliability, avoids issues of communication challenges, and a lower total cost of ownership, while still providing multi-lingual 24x7xAlways service availability.

YKP Systems service desk platform includes a wide range of services. These include incident, problem and change management, as well as service request processing, advanced governance and more. In short, we offer an end-to-end solution for service desk. And critically, these services can be combined with other YKP Systems offerings to deliver a complete managed solutions portfolio featuring the highest possible value for our clients. Businesses that partner with YKP Systems can almost completely outsource their IT needs. This saves money while improving the organization's potential performance.

Client Challenges

This growing device complexity and user demands requires new solutions. If firms are unable to meet these requirements, they will struggle to remain competitive in their industries.

Additionally, businesses' desktop deployments must take into account the increasingly mobile nature of today's workforce. For a firm to thrive, its employees need to be able to access desktop solutions while traveling, at home, working from client sites and from any and all other possible locations. Without this level of connectivity and access, businesses will not be able to maximize productivity or efficiency.

Furthermore, employees may become frustrated by what they perceive as unnecessary restrictions on their work abilities. As a general rule, employees rely on and greatly appreciate the ability to remain productive, even when out of the office. If a firm cannot offer desktop services to remote workers, they may be hamstrung by these limitations. This will negatively impact an organization's operations. The era of the always on, mobile workforce has surely arrived and the organizations with the right IT enablement and support models will thrive in this environment.

Businesses have several options available when it comes to meeting these evolving desktop management demands. In many cases, firms choose to keep these operations in-house. However, this can be an extremely expensive and inefficient endeavor for firms that lack expert-level experienced staff, best practices and automation platforms to deal with these matters. Particularly, the issue can be magnified with firms that have multiple, diverse locations requiring support.

The nature of the desktop, and its role within organizations, is rapidly changing. As these end user systems, mobile devices, software tools and applications become increasingly sophisticated, firms' expectations are also evolving. Business leaders, employees and all stakeholders are developing greater expectations as to what they can accomplish with these resources.

YKP Systems Solutions

For organizations facing these challenges, YKP Systems Desktop Management services are the ideal solution. YKP Systems can help firms meet all of their desktop management goals by maximizing employee productivity. YKP Systems is able to not only manage, but to also transform the desktop into a state of the art operating platform. As a result, desktops become more flexible and readily available for employees. With these solutions in place, workers can access their complete desktop environment at any time and from any location, thereby maximizing utility. A critical advantage inherent to YKP Systems End User Computing solutions is that they can be combined with our IT Lifecycle Services (ITLS) and Enterprise Mobility Management (EMM) solutions, creating a unified solution to address all of an employee's IT support needs. The holistic approach when combining our End User Computing Services with our ability to provide asset lifecycle, break-fix, depot services, advanced exchange, remote work, software refreshes, mobile device management and more provide a synergistic effect, optimizing a firm's ability to innovate and excel in its industry.

By maximizing the efficiency and effectiveness of its IT services with YKP Systems offerings, firms can devote their attention to critical business issues, enabling far greater success and a major competitive advantage. Notably, YKP Systems team of experienced professionals will work directly with clients to ascertain the optimal combination of services to meet their long-term and/or short-term needs.
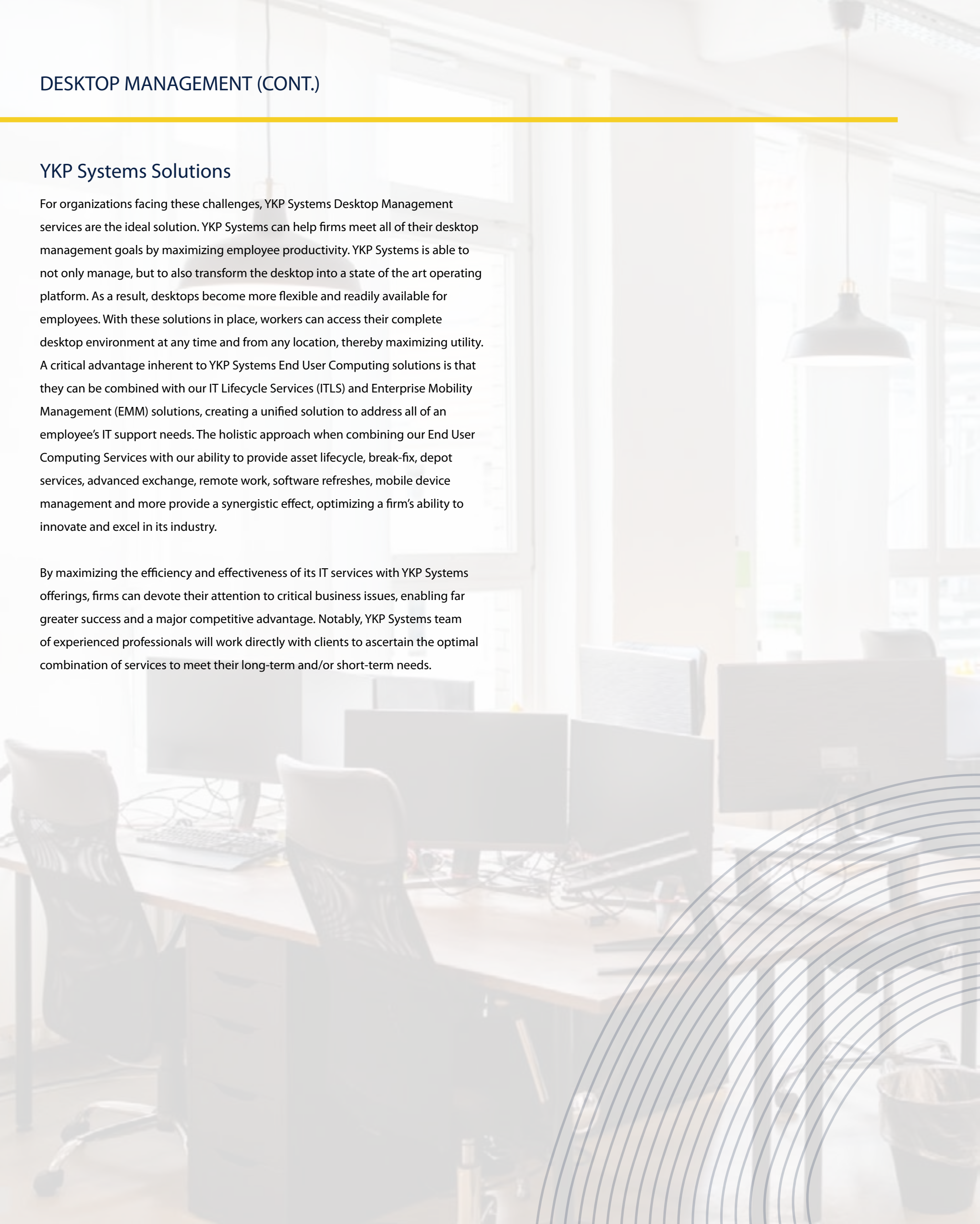
CONCLUSION

IT services are unquestionably a vital component of any successful organization, and both service desk and desktop management are critical factors for achieving impactful IT performance.

For businesses, keeping these services in-house is often far too limiting, as the results typically include higher costs, lack of reliable service levels and key performance indicators, lack of scalability, and an overall loss of productivity. These firms frequently find themselves struggling to ensure day-to-day services can continue unabated, and as a result are unable to pursue more strategic, higher-level initiatives. Furthermore, mid-market firms generally lack the ability to unite their various IT services, creating an inefficient, infrastructure, operating in silos.

Outsourcing is the better choice. With the backbone of our End User Computing offerings operating on our BEAM platform you will receive the business intelligence you require to enjoy better performance, lower costs and allocate your time to evolve, expand, and run your day to day operations.

YKP Systems is uniquely positioned to offer best-in-class services for both service desk and desktop management. We have the personnel, resources, experience and commitment to excellence to ensure that our clients receive tailored solutions that best meet all of their IT needs. And by unifying IT services, we are able to maximize businesses' efficiency and productivity.

Whether used for a point solution or for the comprehensive IT managed services into the foreseeable future and beyond, YKP Systems service desk and desktop management offerings are the ideal choice for businesses eager to maximize their capabilities, minimize their costs and gain a critical competitive advantage.
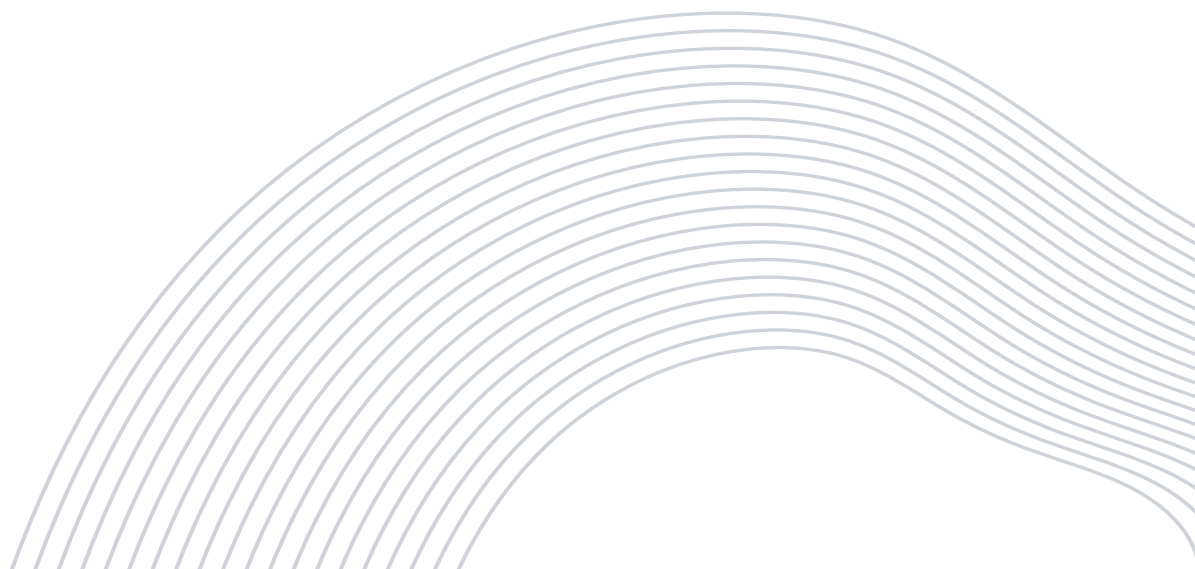
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