

# Service Desk Outsourcing

## YKP Systems - A Proven Approach

Our industry leading Automated Service Desk delivers flexible support models to fit our clients business. With a focus on the middle market, YKP Systems enables our clients to rapidly respond to changing market conditions providing an exclusive customer experience that is consistent across our agents. Improve your access, reduce your resolution times and improve your end-user experience with our experienced team.

YKP Systems has decades of proven experience in delivering support solutions to organizations across the nation.

## IT and Mobile Technology Service Desks

- **Full Service Desk Support:** YKP Systems designs, delivers and manages full Service Desk implementations. Our 24x7xAlways advanced call center provides clients the opportunity to leverage advanced tools and professional agents to improve end-user experiences.
- **Overnight and Weekend Coverage:** YKP Systems offers flexible coverage models to answer and respond to calls 24x7xAlways. Additionally, YKP Systems can help you flex your support model by providing additional hours and/or temporary coverage.
- **Desktop Support:** YKP Systems utilizes its integrated tool sets to distribute, manage and resolve issues that require on-site support. Certified technicians provide support at the home office or remote locations nationwide.
- **Self Service Portals:** YKP Systems assists clients in building easy to use portals that allow end-users to leverage our Knowledge Management capability to address common issues without accessing live agents - reducing operational costs and improving end-user satisfaction.
- **Service Desk as Your IT Support HUB:** Integrate Remote Monitoring, Asset Management, Mobile Device Management, Depot Services and other valuable YKP Systems Managed Services.

## TECHNOLOGY LOGISTICS CENTERS

To enable our clients to address a more sophisticated and demanding IT user, YKP Systems evolved their service desk offering to a next-generation service desk experience - Automated Service Desk. Providing expertise and resources to address emerging technologies and services, YKP Systems assists the IT department to demonstrate meaningful business value to the c-level office.

- Flexible services and pricing models to meet your business requirements
- On shore delivery models
- Service desk support for mobile devices 24x7xAlways Support
- Advanced Customized Reporting and Tool sets
- Ability to track tickets via the Web
- Multi-language support
- Remote control resolution capability
- Tier 1 and Tier 2 support
- Customer Satisfaction measurement
- Quality Assurance and Continuous Improvement program
- Integration of process and best practices with your help desk for a seamless support model
- Focus on our client's customer

Maximize your user productivity, increase your security and manageability and let YKP Systems manage your refresh and deployment projects today!

# Enhancing Your Service Desk

## Experts in your Environment

YKP Systems detailed methodology allows us to learn your business operation and then leverage our 5+ years of hands-on experience and advanced tools to build a model custom to your needs.

## Experts in your Technology

Our certifications include Apple, Android, Cisco, Dell, HP, IBM, Microsoft, RIM and many other industry leaders. Our core team of subject matter experts currently carries over global industry certifications.

## Advanced Tools and Reporting

YKP Systems utilizes industry leading tools like Remedy, Interactive Intelligence, Bomgar, BES and Good Technologies to provide exceptional management, tracking and reporting needed to deliver best-in-class service desk models.

## Optimized Desktop Environment

YKP Systems offers our clients the opportunity to integrate a comprehensive set of complimentary services, such as On-site Repair, Mobile Device Management, Remote Monitoring and other services to truly optimize the management of the desktop.

## Satisfied Clients

With over 5 years of experience in designing and executing service desks focused on the needs of the mid-market, YKP Systems knows that in order to be successful you need to build what each client needs and not just implement off-the-shelf solutions.

The bottom line result is YKP Systems Managed Services retention of 98% over the last two years.



## TECHNOLOGY LOGISTICS CENTERS

### Our Client's Experience:

- Reduction of service delivery costs
- Better balance of peak loads and activity
- Access to best-in-class processes, procedures and technologies
- Better overall service levels
- Improved 1st time resolution and productivity
- Ability to focus key resources and dollars on core projects and initiatives