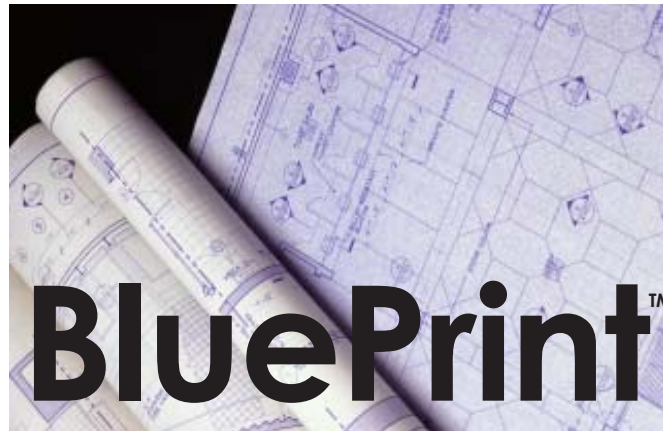




Help Desk



The “Get It Done” approach to delivering higher value support services at a lower cost

Execution is the name of the game in delivering quality IT services. Whether you are trying to “fix” your current Help Desk environment, consolidate, implement ITIL or drive the cost of support down, NetworkD can help.

The Help Desk Blueprint™ utilizes a multifaceted methodology that evaluates all components of the support organization. We provide a clear and concise picture of where you stand, and a solid path to where you want to be. Costs and return on investment are clearly communicated. Strategic and tactical issues are addressed.

The difference with NetworkD’s approach is simple: We provide a *balanced* approach to IT service delivery that takes the best of ITIL, operational best practices, strategies and tactics to develop a support model that works.

A Focus on Results. Our team of industry experts work with your professionals, managers and executive leadership to understand your ability to deliver today and focus on what is required to execute more efficiently in the future both operationally and strategically. We listen, consult and develop a unique BluePrint that outlines the steps required to achieve your business goals.

A Proven Methodology. Our proprietary **Operational Success™** methodology focuses on combining the framework of ITIL, coupled with key best practices, strategies, tactics, metrics and performance expectations. From this assessment, we analyze and articulate where you are, where you need to go, and most importantly, how to get there.



NETWORKD

DEFINE DESIGN DEPLOY

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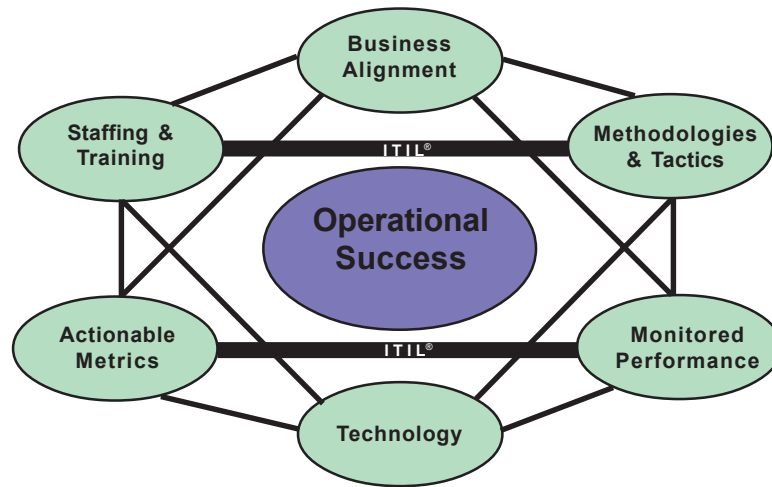
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Our strategic review focuses on service alignment with the business and the cost structures of the organization. Our tactical actions focus on daily operational issues that affect a support team.

Strategic Focus Breakdown:

- Industry Benchmark Comparison
- Business Alignment
- Strategic Direction
- Service Level Compliance
- ITIL Readiness
- Desktop Management and Service Desk Integration
- Cost Reduction Opportunities
- Staffing levels, Skills and Organization
- Technology Adoption
- Performance Maturity Model
- Support Demand Forecasting
- Customer Perception

Tactical Focus Breakdown:

- Standard Operating Procedure Adherence
- Service Request Responsibilities
- Change Management Responsibilities
- Help Desk Professional Observation
- Technology Utilization
- Case Management
- Change Management
- Service Request Management
- Automatic Call Distribution
- Remote Assistance
- Software Distribution
- Inventory Scan
- Knowledge Tools
- Performance Management Tools
- Support Channel Management
- Staffing Schedules and Models
- Knowledge Management Process
- Performance Management Processes
- Closed Loop Support Process Adherence
- Staff Utilization Measurements
- Case/Ticket Categorization
- Reporting Use and Effectiveness
- Technical Support Partner (Level 2) Relationships
- Operational Metric Management
- Actionable Reporting Capability
- Customer Satisfaction Surveys

The Bottom Line. If you are interested in elevating the return on your Help Desk investment, NetworkD can provide a clear path on how to get there. *Operational Success™ is yours for the taking.* Call us to learn more.



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