



**DYNAMIC
QUEST™**

Service Desk: ITIL Support, Advanced Integration and Process Automation Solutions

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Introduction

In today's economy, midsize to large organizations are facing the increasing challenge of having their IT department do more with less funds. This is all coming at a time when employees are expecting greater IT responsiveness and organizations must implement more IT governance and risk management solutions to all their IT environments to remain compliant.

To address all the necessary projects, IT departments need a solution that will enable them to quickly respond to end-user concerns and get ahead of issues so they can focus on greater business initiatives. IT departments need a service desk solution to help them go beyond break-fix and get on track as a forward thinking organization.

In this whitepaper, we will address how organizations can take advantage of Dynamic Quest's customizable service desk solution. We will highlight the essential requirements that will help your organization resolve IT incidents, address service requests more efficiently, all while reducing your overall costs.

Our service desk solution was built around the IT Infrastructure Library (ITIL) best practices, so end-users will have higher satisfaction and organizations will see an improved management of business and IT risk.

Hiring a Managed Service Desk cuts internal tension.

Dynamic Quest's service desk works with your internal teams, allowing them more time to focus on training, strategic initiatives, and operational goals.

The day-to-day grind of fixes, patches and repairs exhausts the bandwidth IT staff typically have at their disposal. They often don't have the time to plan projects or get training on the ceaseless flow of new technology.

An ITIL-based service desk solution takes care of the routine tasks, while your internal team can put their best thinking to work on setting and reaching strategic goals.

What is a managed service desk?

An IT Service Desk is the primary point of contact between a client's end users and the IT organization. It manages incidents such as service disruptions or service requests, as well as communicating when an outage has occurred or scheduled changes will be implemented. It also serves as the main point of contact for end users when any issue arises. Service desks play a pivotal role in facilitating business processes that keep your organization running optimally.

What is the difference between a help desk and a managed service desk?

You might have heard the words "call center", "service desk" and "help desk" used interchangeably. This tends to add to the confusion of what each of these truly are. According to ITIL, a call center and help desk is considered limited in the types of services they can offer. A service desk can offer a larger selection of services that benefit the end-user.

Help Desk

A resource aimed to provide internal users with support related to a company's processes, products or services. Technicians answer questions, troubleshoot issues and help with the mundane day-to-day tasks. These tasks include diagnosing and resolving technical hardware and software issues, advise during systems upgrades, debug software and run diagnostics as needed.

Service Desk

A service desk aims to go beyond "break-fix" and works to provide solutions that work with your greater business initiatives. This means they focus on reactive and proactive support tasks and this can be offered through a remote service center or physical onsite operation.

How do you know if a service desk is right for you?

Deciding whether to use a third-party managed service desk provider or not can be extremely challenging. When you are ready to implement a service desk solution, you have to assess how much you would have to invest in the tools, resources and processes and decide if your business can support this initiative in-house or outsource them to an experienced service desk solution provider.

An outsourced service desk provider allows you to reduce infrastructure and overhead costs. Client's will gain access to our best-in-class IT infrastructure, without the financial risk of establishing their own system and maintaining it. They will also get 24x7x365 access to our staff of highly experienced and certified team members for ticket resolution.

Benefits of a Managed Service Desk

Our team manages the day-to-day maintenance and support for end users while your in-house staff can focus their time and energy toward more strategic initiatives that tend to be a lower priority over the “daily fires.”

Relieve Internal Staff Strain

Clients that leverage our managed service desk solution, on average save 40% on their IT budget. Why? We only bill for the time spent on issue resolution, not doctor visits, sick leave, vacations or holidays. Managed Service Desk is much more cost-effective than creating or maintaining an internal IT Help Desk.

“We have two 24x7x365 Service Desk facilities globally to support our clients and allow their internal IT staff to focus on their core business strategies.”

- Javier Gomez, CEO

This is our core business, it's what we do all day every day. We follow the ITIL Framework for optimized IT services, and our engineers are trained in a wide array of technologies that allows us to quickly reach issue resolutions. We focus on documentation, standard operating procedures (SOPs) and best practices within IT standards to provide the most optimized level of services to our clients. We can provide this level of service due to the quantity of clients we serve.

We have invested time and money into technology platforms and products which allow our clients to gain access to cutting edge technology that is typically not within a normal IT budget.

IT Service Desk Giving You a Headache?

Your Service Desk exists to solve problems but having an in-house Service Desk can be a problem in itself. Between the expense of keeping it staffed 24 hours a day, constant staffing turnover, and unexpected problems that stretch your team too thin, you may find yourself overwhelmed and your business at risk.

Customizable Service Desk Solutions

We don't have a one-size fits all solutions. Instead, we sit down with you and get to know your team and their unique business objectives. We then design a customized IT Service Desk support plan which could be comprised of Tier 1, 2 and/or 3 tickets.

Dynamic Quest Service Desk Solution

Dynamic Quest's Service Desk solution follows the ITIL framework and provides a single point of contact that is responsible for the oversight of incidents, reporting, service requests, change notifications and all other communications that come through. This process takes those concerns off your plate so you can focus on your objectives.

Our solution owns the incident management process, which means all day-to-day service requests are streamlined to our qualified engineers to resolve and document. Our main goal is to restore our end-users as quickly as possible allowing them to get back to work.

IT departments are actively pursuing a new service desk solution that will help relieve internal staff strain, cut costs, improve end-user satisfaction, reduce organizations down time and meet service level agreements (SLAs).

Our service desk solution is easy to implement, manage and execute. Organizations will find our solution meets the core requirements and provides a holistic approach to end-user support. Our ability to take on the mundane day-to-day allows your IT professionals to focus on business initiatives that tend to be put off by "daily fires".

Service Desk Automation

Dynamic Quest's service desk is a flexible solution that can be changed to fit the needs of a specific IT environment. Access controls and levels of permission can be adjusted to meet diverse security requirements.

Common Service Desk Process Automations Include:

- New Employee Desktop Onboarding
- Password Reset
- Internal Software Application Logins
- New IT Equipment Purchases
- Ownership Validation Process
- Escalation of tickets is automatically assessed and implemented
- Reduces manual errors

Look for a Managed Service Desk provider that:

- ✓ Provide 24x7x365 end-user support
- ✓ Identify the appropriate solution for hardware, software and networking issues
- ✓ Escalate tickets to the appropriate resolution path
- ✓ Document in-bound requests thoroughly and consistently
- ✓ Manage and assist with many types of IT support requests

SLA Agreements

What is a Service Level Agreement?

A service-level agreement (SLA) explicitly details what level of service an end-user can expect from their vendor. It should not only include a detail of what services can be expected, but it should also detail the metrics by which the services can be measured and the responsibilities of both the client and the vendor.

Dynamic Quest's SLA Agreements

Standard Priority

Response Time:

Within 16 Business Hours

Description:

Issue that must be resolved but which is not affecting the ability of your company to perform its basic operations.

Medium Priority

Response Time:

Within 8 Business Hours

Description:

Pressing issue but not the type that presents an immediate threat to your business productivity.

High Priority

Response Time:

Within 2 Hours

Description:

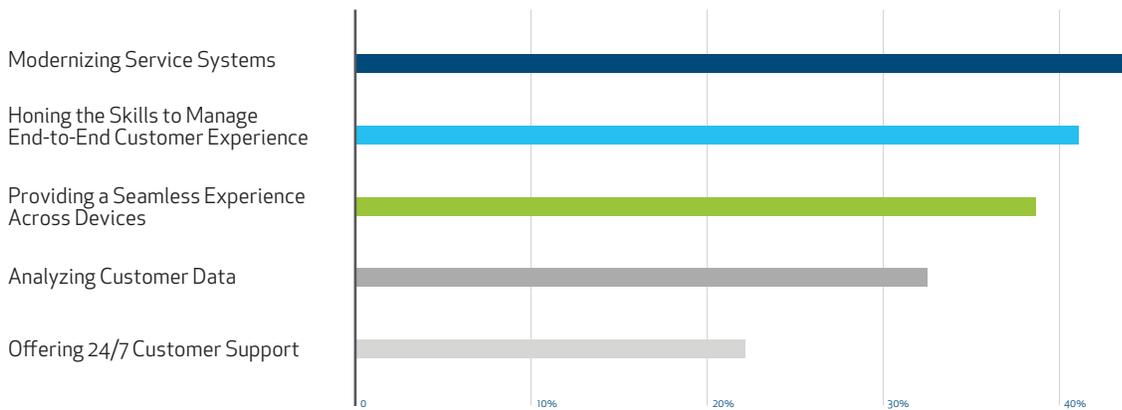
This is an urgent situation in which your company's productivity is seriously affected.

Dynamic Quest Average Response Time:
1 hour 40minutes

Dynamic Quest Average Response Time:
1 hour 29 minutes

Dynamic Quest Average Response Time:
18 minutes

The biggest obstacles to delivering supreme service desk solutions:



Source: Sitecore

What is ITSM?

IT service management (ITSM) is the process of designing, delivering and improving the IT services an organization provides to its end users. When implemented properly, ITSM works to align IT processes with business objectives to help organizations grow.

ITSM Industry Trends

On average service desks are being replaced every five years. Traditional service desk solutions are built reactive by design, but this type of ticketing system is not able to keep up with increasing IT service demands that arise in organizations today.

Common IT Service Desk Deficiencies:

- End-User Issues are Slowly Resolved
- Ticketing System is Unreliable
- Difficult to Contact Support for High Alert Tickets
- ITIL Process Management Cannot be Implemented to Current System

These weaknesses make it extremely difficult for traditional service desks to keep up with increasing demands of end-users. That is why traditional service desks are adopting ITIL process-driven models to improve end-user satisfaction.

End-user requests are typically routine, repetitive and time consuming. Organizations that partner with Dynamic Quest and implement our customizable service desk solution, will find the burden on their IT department is significantly reduced. Organizations can find peace of mind when off-loading their necessary time-consuming tasks to our service desk due to our commitment to following industry best practices.

ITSM Facts and Statistics

91% of ITSM respondents viewed the service desk as their primary ITSM investment.

89% of respondents came from central IT ITSM versus line of business (LOB)-centric ITSM. But ITSM teams were evenly divided between those with a single service desk and those with multiple service desks.

83% of organizations were managing ITSM and customer service desks as a single group.

Source:
Enterprise Management Associates®

ITIL Standard for IT Support Management

Information Technology Infrastructure Library (ITIL) is a framework of best practices for IT service management (ITSM) to use when working to align IT services with internal business needs. An ITIL Service Desk is responsible for offering uninterrupted and exceptional service to ensure your environment is running efficiently. Dynamic Quest's Service Desk implements the ITIL framework and has both certified and trained ITIL resources on staff.

ITIL Best Practices Include:

Incident Management

End-users who have hardware or software issues open tickets and engineers proceed with the objective to recognize the issue and return the end-user to normal business operations as quickly as possible.

Problem Management

Engineers work to identify the root cause and potential incidents to proactively deal with issues before they arise and negatively impact the end-user.

Configuration Management

Configuration management works to ensure all hardware and software assets are known and tracked. Dynamic Quest utilizes our Information Management Portal to track assets and to update any future changes to these assets. This management helps with disaster recovery, site reliability and future scaling.

Change Management

Change management is focused on ensuring all changes to the infrastructure are documented and approved before implemented. Dynamic Quest's service desk can assist with implementation plans, asset identification, risk assessments and back up plans.

Conclusion

Medium to large size organizations internal help desks will struggle to keep pace with the growing IT demands of their business. Partnering with Dynamic Quest for a custom service desk plan will off-load the day-to-day maintenance tasks, allowing your IT department to focus on more strategic initiatives that profit your organization in the long run.

Let Dynamic Quest shoulder the burden of the IT Service Desk support. Our fully trained dedicated team of experts provide the peace of mind you desire and the freedom you need to focus on what's most important in running your business. Put our expertise to work for you.

About Dynamic Quest

Dynamic Quest is a full-featured IT services company, providing a comprehensive range of technology services, strategically designed to help clients achieve organizational goals worldwide. Services include managed IT; 24x7x365 unlimited service desk; backup and disaster recovery solutions; cloud, virtualization and data services; hardware and software procurement; and strategic consultation, assessment, and planning.

Founded in 2000, Dynamic Quest has over two decades worth of experience in serving clients within a wide range of verticals. The company employs more than 140 experienced staff members, and maintains a 97% retention rate among its accounts. Dynamic Quest has enjoyed great success due to a wide breadth of services, flexibility in responding to client needs, and a focus on proactive strategic support.

Dynamic Quest has the best of all worlds. Our SOC 2 Type 2 certified data center and experience with Microsoft Azure, make us a supreme data storage solution provider. We can help you manage a private, public or hybrid cloud environment. We have the flexibility to provide a solution that fits for you.

Our global experience has allowed us to gather unique expertise. With our managed services, you're protected and prepared at all times. Reap the business benefits of IT and avoid the drain of maintenance. Put the responsibility in the hands of experts who handle IT every day.