

Achieving  
**PEAK  
PERFORMANCE**  
in your Service Desk





# Rethinking your Service Desk

*The importance and complexity of IT has grown exponentially over the past decade. More than ever, IT leaders are being challenged to become strategic partners to the business and help drive innovation and market competitiveness. IT is no longer just a support function but a **key enabler of core business operations**.*

*Unfortunately, most IT organizations are in ‘firefighting’ mode and commonly spend **75% to 80% of their time on “keeping the lights on”**. This leaves very little time or money for the essential tasks of supporting the corporate growth agenda.*

## A high-performance Service Desk is a critical enabler to achieving overall IT Peak Performance.

Service Desk is the tip of the spear, acting as the face of IT to the remainder of the organization and ensuring operating discipline and visibility.

However, most organizations are still operating under outdated “help desk” models.

### Common challenges include:

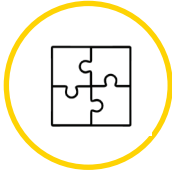
- Inconsistent and/or poor customer service levels
- Lack of operating visibility and performance metrics
- High service costs and poor business alignment
- Limited documentation, knowledge base and automation
- High service desk employee turnover
- Lack of dedicated help desk staff, having to rely on senior resources to resolve issues that could otherwise be handled by a well-trained junior staff
- Limited support schedule, mostly business hours

High performance IT leaders understand that it’s crucial to transform outdated “help desks,” which rely primarily upon reactive telephone communication, into efficiently and proactively managed “service desks” that can easily and economically accommodate multiple forms of interaction—from voice to e-mail and instant messaging.



# Transitioning to a High-Performance Service Desk

*The modern IT Service Desk goes beyond "break and fix" support. The key characteristics of a high-performance Service Desk include:*



Clearly defined services that are mapped to the business needs



Process-dependent versus people dependent



Robust web-based knowledge tool



Workflow automation in core processes



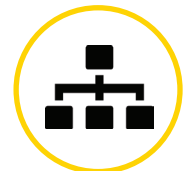
Self-service capabilities



Strong performance metrics and proactive problem management



Consumption-based pricing model



Flexible staffing model to deal with business cycles

## Auxis Service Desk

Auxis delivers a High Performance Service Desk that consistently provides the following business outcomes:

- ✓ Enhanced service level performance and consistency
- ✓ Improved end-user satisfaction and productivity, while reducing response times
- ✓ Optimized staffing model by having senior technical resources focused on higher value activities
- ✓ Reduced support costs
- ✓ Simplified operations by reducing ticket volumes through pro-active problem management
- ✓ Increased coverage schedules
- ✓ Improved workforce caliber
- ✓ Greater operational flexibility and scalability

## What our clients say..

*"Having a partner like Auxis who can effectively take on IT operations gives me the capacity to spend more time on understanding both the tactical and strategic needs of the business.."*

**Chidi Alams, Head of IT & Information Security, Heartland Automotive Services**

*"Auxis' commitment, accountability and personal hands-on approach was refreshing. It was very clear that their team was concerned about OUR success. Auxis completely earned our trust and respect"*

**Barbara Gomez, CFO, Latin America Beverages North and Mexico, PepsiCo**

*"What Auxis brought to the table was a high level of flexibility and an interest in adapting their model to support our business."*

**Jim Dugan, EVP, Shoes for Crews**

# The Auxis Difference

**Responsive. Reliable. Remarkable.**



## Scope of Support

- **24x7x365 remote support:** Includes weekends and holidays
- Call answering, ticket recording, prioritization and distribution or escalation
- **Level 1 triage** for end-user support
- Ticket escalation to customer internal IT Level 2 teams. In some cases Auxis may perform **Level 2 support if needed.**
- Escalation to third party vendors
- **VIP support** based on client requirements
- Remote connectivity to end-users systems
- **Multilingual capabilities:** English and Spanish. Other languages may be available upon request
- Cloud-based IT Service Management Tool included (if needed)
- **Onsite support** if needed: Desktop, mobile device and printer support



## Account Management

- Assigned Service Delivery Manager
- Monthly Service Level Review Meeting
- Quarterly and Annual Performance Reviews



## Reporting & Documentation

- Contractual service level agreements
- Strong performance metrics that include both actual numbers and predictive trends to continuously improve efficiency and monitor ticket reduction
- Web reporting platform
- Knowledge management tool for SOP documentation



## Customer Interface

- **Toll Free or Local DID Numbers:** Customized answering script included
- **E-mail:** Processing of incidents or requests via email
- **Self-Service Management Portal:** Specifically configured tools to provide end-users with the option to create their own tickets and monitor status.



## Robust Service Level Agreements

- First call resolution rate - **> 60-75%**
- Average speed to answer - **< 30 seconds**
- Call abandonment rate - **>10%**
- Incident or Request Recording - **< 30 minutes**
- Incident Resolution Goal
  - Priority 1 – 2 hr
  - Priority 2 – 4 hr
  - Priority 4 – 20 hr
- Request Completion Goal
  - One Day – 10 hr
  - Two Day – 20 hr
  - Five Day – 50 hr
  - Ten Day – 100 hr



## ITIL Framework

Best practices service management processes based on the ITIL framework:

- Incident/Request Management
- Problem Management
- Configuration Management
- Knowledge Management
- Service Level Management
- Executive IT Guidance



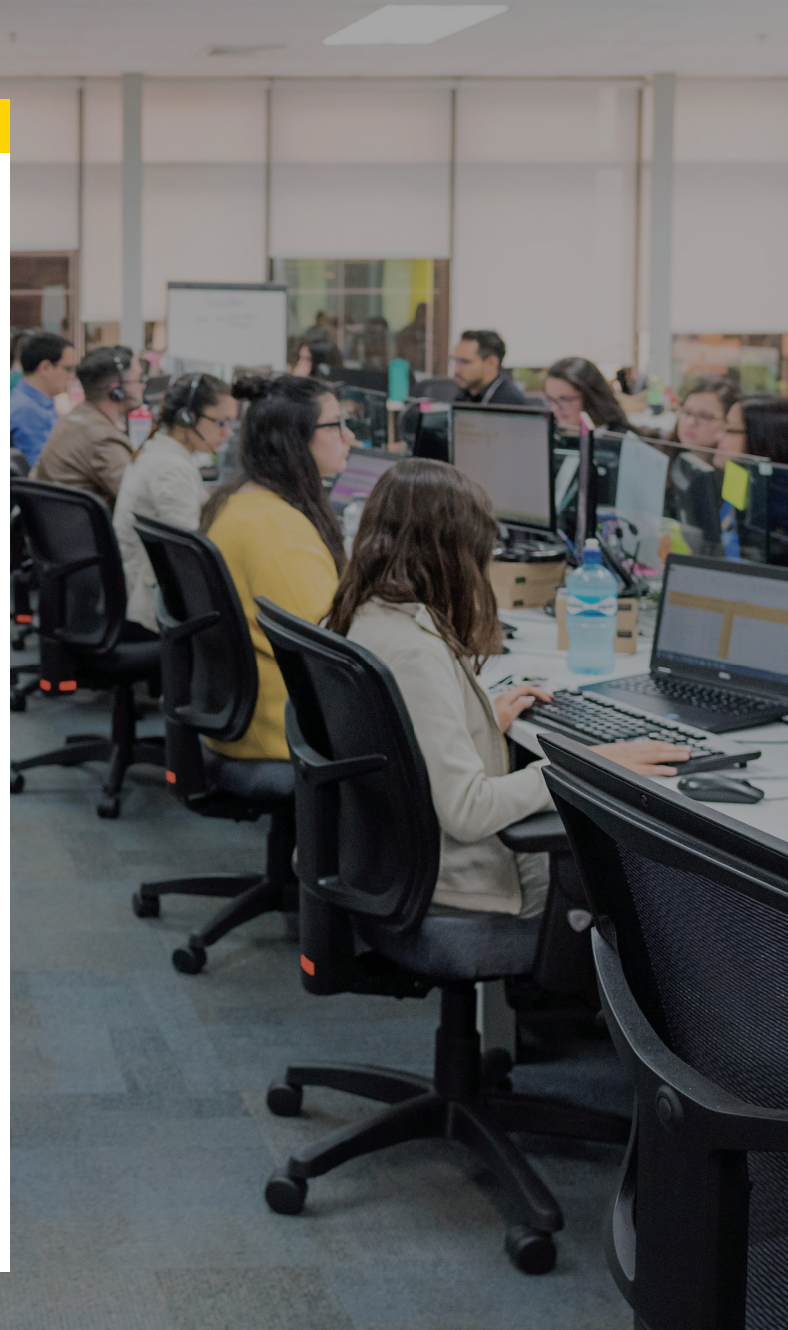
# Costa Rica:

## The Premiere Nearshore Alternative

The challenges of managing an Asia-based offshore model strain the largest of US companies, and are even more formidable for companies that have leaner and more streamlined management structures. Over the last decade, Latin America has emerged as a preferred outsourcing destination, with Costa Rica being the number one nearshore alternative.

Auxis' Delivery Center in Costa Rica is located in the country's premiere business park, America Free Zone, providing distinct advantages for the demands of mission critical, 24x7 operations:

- ✓ Central time zone & quick direct flights
- ✓ Multinational business hub
- ✓ State-of-the-art facilities
- ✓ Solid infrastructure - 100% redundancy through three fiber optic submarine cables
- ✓ Highest educated workforce in LatAm
- ✓ "Americanized", multilingual culture with outstanding English fluency
- ✓ Attractive labor costs and flexible labor laws
- ✓ Ranked #1 in Safety



## Auxis Model Highlights

- SSAE-18 Certification
- Deep ITIL Expertise
- Customized and high-touch delivery model
- Strong performance management and analytics
- Flexible pricing model
- Contractual service level commitments
- Ideal combination of US and nearshore resources
- Over 95% client contract renewal rate
- Recognized by IAOP as a "rising star" within the 2017 Top Global Outsourcing Providers
- Scalable to support all your IT Infrastructure Management needs, beyond service desk





[www.auxis.com](http://www.auxis.com)