

SERVICE DESK

Delivering a high-quality user experience while driving down costs

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace
-  Digital Infrastructure
-  Security
-  Cloud
-  Emerging Technology

SERVICES VALUE STREAM

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Assess Design Implement Manage Optimize

The fundamental shift in how users consume IT services demands a corresponding shift in the delivery of support. Today's worker uses three to four devices on average each day, and has become accustomed to the convenience and flexibility afforded by mobility. Furthermore, the ubiquity and personalization of IT have created a digitally empowered workforce that expects a consumer-like user experience.

Many organizations are struggling to deliver that kind of experience. IT service leaders say they are unable to keep pace with new and emerging technologies and to move from reactive to predictive, outcome-based services. At the same time, they are under pressure to reduce the cost of support while improving value and better aligning IT with business requirements.

Pivot's Service Desk solution addresses these challenges while relieving the support burden on overstretched IT staff. Our staff of experienced technicians specialize in the resolution of issues with mobile devices, operating systems and supported applications. Support is delivered through a scalable, reliable and predictable Service Desk that provides a single point of contact for day-to-day customer and user support requests.

The industry-recognized IT service management (ITSM) platform ServiceNow is a core component of our Service Desk offering, enabling organizations to access ServiceNow as a web-based service, if required, or integrate their existing ITSM solution with the Pivot Service Desk. The Pivot Service also incorporates a data visualization and business intelligence platform for turning data into knowledge. In addition, Pivot has made investments in subject-matter experts who bring a wealth of experience in integrated ITIL-based tools and processes for complex turnkey solutions for our customers.

EXPERT SUPPORT

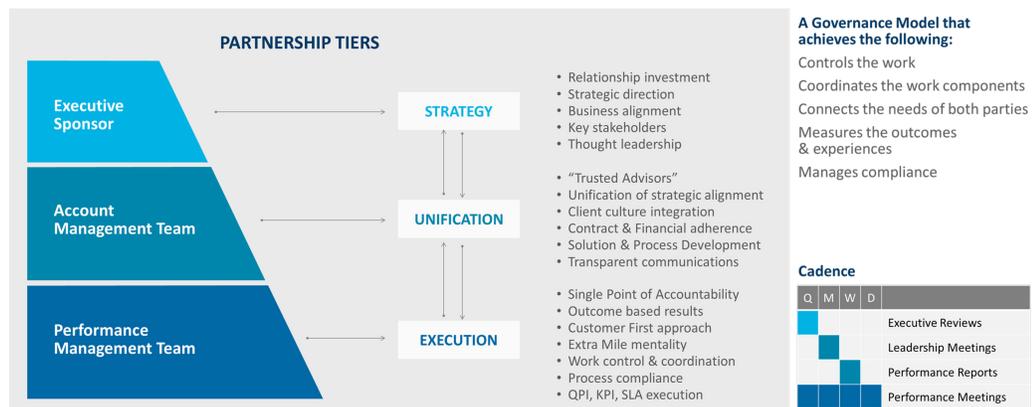
Pivot's Service Desk is a multichannel, user-centric solution focused on resolving Tier 1 and Tier 2 incidents, fulfilling service requests, and building a support knowledgebase. Users gain 24x7 access to experienced technicians via phone, email and chat, and the ability to resolve common issues themselves via a web-based self-service portal.

The Pivot support team leverages automated ITSM processes based upon ITIL and industry best practices, ensuring consistency and accuracy in service delivery. Workflow automation around common service requests and incidents drive more optimized processes, reducing complexities and downtime for users.

BEST-IN-CLASS ITSM PLATFORM

The ServiceNow platform that forms the foundation of Pivot's Service Desk solution increases efficiency and reduces costs through the consolidation and automation of service management processes. It provides end-to-end visibility into IT infrastructure, processes, knowledgebases and reports through a single system of record for IT services, and can be integrated with a customer's existing ITSM platform. It also includes a web portal that provides users with a consumer-like experience and easy-to-use self-service tools.

Pivot is transforming the Service Desk by introducing cutting-edge technologies as they become available in the market to reduce overall IT costs and improve end-user satisfaction. We have made investments in subject-matter experts who bring a wealth of experience in implementing and supporting ITIL-based processes. We have an aggressive and dynamic roadmap for continuing down the path of best-in-class solutions for all our customers' needs.



QUALITY MANAGEMENT

Pivot's Quality Management program is designed to assess the performance of our Service Desk agents and their impact on overall customer satisfaction and the user experience. Our Quality Team reviews recorded call logs to evaluate an agent's communication and technical skills and competency. Ticket analysis is also conducted to ensure that our agents are documenting, updating, routing and resolving tickets based upon Pivot and customer guidelines.

FEATURES AT A GLANCE

- Level 1 and Level 2 IT Support Delivered 24x7 by Skilled Engineers
- Dedicated U.S.-based Account Team
- Toll-Free Number
- Self-Service Portal
- ITIL-Based Incident, Problem, and Change Management System
- Performance Management
- High First-Call Resolution (Target 80%)
- Remote Control Support Tools
- Call Recordings for Quality Assurance
- Knowledge Management
- Governance Focused on Key Service Metrics

CHANGING USER EXPECTATIONS DEMAND A NEW APPROACH

In the traditional end-user computing model, employees worked within a physical office space using PCs that were owned by their employer and controlled by the IT department. This led to a device-centric approach to ITSM, in which support personnel focused on resolving technical issues rather than how those issues affected the consumers of IT services or the bottom line.

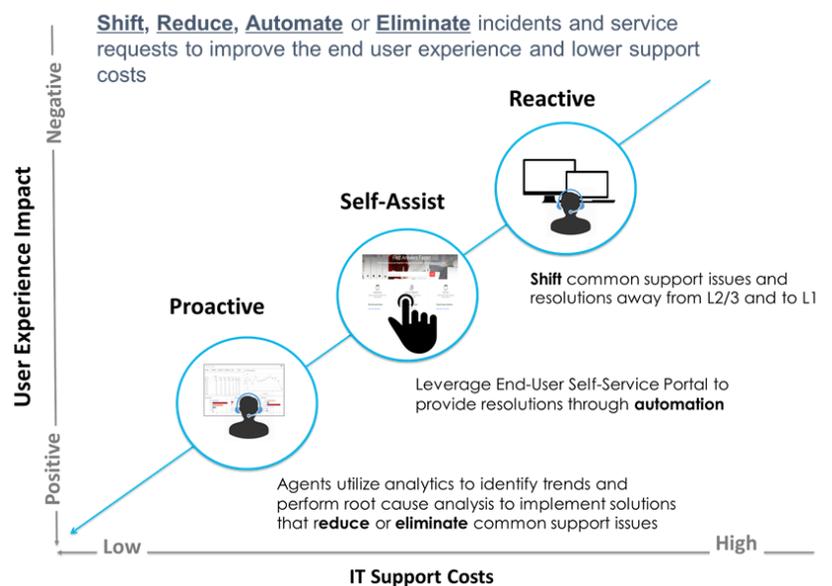
The changing user expectations brought by cloud and mobile technologies, as well as the bring your own device (BYOD) model, have placed increasing pressure on legacy ITSM processes. Organizations that have not implemented an industry-standard ITSM platform and do not have the analytics needed to drive continuous process improvement will have low service desk maturity. This leads to rising support costs, a poor user experience and high turnover of IT staff.

However, transforming the service desk to a user-centric model is a difficult undertaking that requires mature, streamlined processes, highly-trained staff and automated ITSM tools. Pivot's Service Desk solution is designed to help organizations address the end-to-end impact that technical issues have on the delivery of IT services. As a result, it delivers year-over-year cost savings while improving the user experience.

SHIFT LEFT AND CONTINUOUS IMPROVEMENT

In the ITSM context, a Shift Left strategy is designed to ensure that service desk personnel have resources they need to handle issues at the initial point of contact. Where possible, it extends those resources to users themselves in the form of self-service tools.

Pivot's Shift Left and Continuous Improvement framework uses advanced data analytics to identify incident trends and shift the resolution of those incidents as close to the user as possible. Data analysis further enables the transformation from a reactive to proactive support model, resulting in a better user experience at lower cost.



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