NTT DATA
Services

Get Back to Focusing on Your Core Business Through a Fully Customizable, End User-centric Support Service

Enterprise Service Desk by NTT DATA

Drive new levels of customer satisfaction and business value

Managing end users in the digital and cloud era is a complex task. To increase productivity and meet the needs of a demanding and mobile workforce, enterprises need a completely transformed workplace that supports always-on and connected end users. Without the appropriate technical support expertise, you may feel like you are always reacting to problems instead of focusing on your core business.

NTT DATA Services can help support your transformed workplace through a comprehensive and customizable service desk support service.

Innovation is a key component of our approach to achieve high customer satisfaction. Implementing the multi-level Enterprise Service Desk by NTT DATA provides you with a full spectrum of end-user technical support, ranging from self-service tools to proactive issue avoidance and real-time remote problem resolution. Our services ensure that most issues are resolved during the first call — guaranteeing high customer satisfaction.

Enterprise Service Desk utilizes professional and certified technicians, IT Infrastructure Library-based best practices and industry-leading systems to:

- Provide initial assessment of incidents and maximize first-call resolution
- Facilitate multichannel support and increase reachability to end users via email, chat and social media
- Build an advanced knowledge base that accelerates service delivery and creates the foundation for self-service and self-help
- Enable automation and self-service for end-user support utilizing comprehensive toolsets
- Conduct regular, meaningful and customized surveys that continuously ensure service quality and customer satisfaction
- Create detailed reports and provide insight about service quality and trends

Key benefits:
- Customizable service levels tailored to different end-user categories reduce support costs
- Consistent, process-based global delivery generates cost savings
- 24x7 service desk, supported by industry-leading service-level agreements, maximizes first-call resolution
- Continuously improving delivery model increases end-user satisfaction
- Field-proven, shift-left methodologies enable user self-service and automatic remediation of end-user issues
- Predictable delivery model increases business agility and supports business expansion

Empower your workforce, maximize productivity and increase end-user satisfaction with Enterprise Service Desk.

Benefit from a fully customizable service

Designed to integrate with your strategic initiatives and priorities, our Enterprise Service Desk is finely tuned and customized to the specific needs of your business — whether it is planning, delivery operations or management of IT support. Our services enable and utilize technologies and capabilities such as multichannel and social media, self-help, self-service and self-healing. All users across the globe benefit from a single point of contact through a unified, standardized and consistent first-call resolution experience focused on increasing end-user satisfaction and productivity.

Create a productive workplace environment

We help you transform your environment and continuously meet end-user demands, through a service delivery model focused on innovation and user empowerment. Our service flexibility and customized initiatives enhance user experience, increase satisfaction and improve productivity. You gain access to skilled professionals — on-site or remote, when and where you need them — to fast-track your IT projects and transform your IT into a business-aligned, end user–centric function. We work with you to ensure you optimize your technologies and investment and enable your workplace environment to foster collaboration, communication and innovation.

Service component	Features and benefits
Technical support	Our services provide: • Resolution and escalation of technical issues for desktop/laptop, phone and network problems. We also offer technical assistance for operating systems, system configuration, system security, peripheral and device management, network access, password support and other software and hardware issues so that your end users can focus on their core business activities. • 24x7 global coverage, multilanguage support and multichannel access for a variety of technical, application and business support functions to maximize system availability and end-user productivity.
Application support	Provides resolution and escalation of issues for common commercial software applications, and the support can be extended to include enterprise, industry and proprietary applications. If required, our agents have direct access to major software suppliers to resolve even the most difficult product issues.
Business support	Manages requests for installation, move, add and change activities for hardware and software products and desk-side support request services. When required, we dispatch and actively manage the authorized provider to ensure quality resolution for warranty-related issues.
Log/route and incident coordination support	Manages incidents that are escalated to specialized support groups for resolution and fulfillment. We make it easy for you to reach our service desk whenever, wherever and however you can. We then take responsibility for managing calls through closure, including dispatches to specialized support groups and escalation of severe cases — to ensure the right resource is available to fix the issue.

Visit **nttdataservices.com/managedservices** to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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