

At Astreya, we prioritize the Service Desk customer experience above all else. Our expertise in supporting users shines through our commitment to meet their needs and requirements over simply adhering to SLAs alone.

SERVICE DESK



A holistic playbook for delivering the benefits of a modern Service Desk end-user experience.

In today's hyper-changing environment, it is important for CIOs to have a new playbook for IT support in order to effectively meet the evolving needs of their organizations and stakeholders. This playbook should be agile and adaptable, enabling CIOs to respond to changes in the market and keep pace with the latest technological developments.

“Astreya has been one of our best IT partners to date. Astreya provides contract flexibility, scalability, and partnership. Astreya employees have a high sense of accountability and are technically astute.”

Senior Client Stakeholder
Fortune-10 Technology Product

Service Delivery

- Make remote work a long-term success
- Reinforce Business continuity
- Ramp up automation and AI
- Retarget and reinforce cybersecurity
- Next-gen ITSM for more experience-centric, agile delivery

Restructuring

- Move to new staffing profiles (more outsource, less FTEs)
- Redesign for lean operations
- Rebuild the supply chain
- Recast IT into a new cost profile
- Rethink digital transformation goals and plans

Planning & Strategy

- Strategizing a Return to Office (RTO)
- Cope with the new geopolitical tech landscape
- Partner with CFO to rebuild and avoid M&A
- Create a larger uncertainty set aside
- Start strategy and budget for 2023/2024 now

Astreya is committed to providing an exceptional Service Desk experience to our clients delivered through a combination of talented people, well-designed processes, continuous innovation, and empowering automation.



Features that Create Productivity Momentum

CSE team capable of handling both T1 & T2

- Priority around a quality support experience
- Delivering support in the context of each user's role
- Systems Engineering approach to support

Astreya Platform enabling efficient T-Zero support

- AI Chat support with intelligent self-help resources
- Self Service using support automation

- NLP and process engineering to optimize USX
- Advanced ticketing system
- Workflow management
- Email, Chat integrations

Analytics & BI

- Anomaly detection
- Process mining
- ML & AI



Capabilities that Move the Service Desk Needle

Resolution without escalation

- Systems engineering approach to support

Engineering Mindset for CSE's

- Efficient TTR and reduced T3 escalations

Seamless integration

- To existing infrastructure, including the client's internal ITSM

Comprehensive user support

- Across multiple corporate functions, services, and applications

Implementation

- Includes complete review and closing gaps for existing support procedures with Astreya Tech Writers



Services Aligned to the Real World

Business productivity applications including but not limited to:

- G Suite Apps & Microsoft Office 365
- Internal Chat/Messaging
- Video Conferencing
- File Sharing & Storage

Network services including but not limited to:

- Print Services
- User Access Control
- Directory services admin

Personal computing devices

- Mobile device & OS support
- Mac & PC hardware support with Tier 4 management
- Windows, MacOS, iOS, Android, etc.

ITSM process integration

- Change Management
- Incident Management
- Ops Reviews



Astreya's Unique Value

- **Engineering mindset** of our technicians
- **Measurable USX** that goes beyond simple CSAT surveys that analyzes the voice of the customer
- **FDIR processes and disciplined root cause analysis** for faster resolution of issues
- **Measurable efficiency utilizing CPSU** and continuous focus on optimizing workflows
- **Problem trend analysis**, providing early detection of trending problems, security risks, and degradation to service performance

Using cost per supported user as a strategic measure of efficiency

IT Managers of growing companies no longer need to struggle with the challenge of making a convincing case for proper funding. CPSU is the answer, helping them outline how much it costs per new employee while exhibiting their capability in managing growth capabilities and identifying IT investments that will become more efficient over time as business expands.

To guarantee superior user support, integrating this key performance indicator alongside an outsourced Help Desk framework crafted around top-tier SLAs and sentiment analysis are musts! When done correctly your company can experience customizable quality service equalling 70 percent or higher customer satisfaction rates!

Astreya's Managed Service Desk acts as an extension of your organization, designed to deliver quality customer experiences that go beyond CSAT surveys.



We are honored to support some of the world's most recognizable and innovative organizations.*



*Fortune 10 company names available upon request.

About Astreya

Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world's most recognizable companies. Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise.

We're looking forward to hearing from you. To further understand how Astreya's Global Audio Visual solutions can work for your organization, contact us today by calling 1-800-224-1117 or email us at sales@astreya.com.

