

Astreya Remote Help Desk.

Create a cheaper and more efficient help desk strategy

Today's work environment is global and people increasingly expect support teams to respond to their needs with nearly instant solutions. IT service desks need to meet these emerging demands and be flexible for their customers while still being able to tackle more complex IT issues.

What should you do?

Change the flow of your initial requests through a help desk to resolve low level issues quicker and take low end work off more experienced technicians so they can handle more complex IT issues that require face-to-face support.

492

Tickets are created on average each month for internal support teams.

IT support teams are overwhelmed with IT issues



24.2

Hours on average to provide a first response to a support ticket

69%

Of support tickets are resolved in one touch

Teams are too busy to respond quickly

Remote Help Desk Service Details.

	Shared Limited	Shared 24x7	Dedicated Limited	Dedicated 24x7
Coverage Window	8x5 M-F + Weekend Oncall	24x7	8x5 M-F + Weekend Oncall	24x7
Cost	By usage (per call) / Monthly Service Flat Rate		Hourly Rate per Agent	
# of Clients	Supports several clients		Dedicated to a single client	
Setup Time	30-45 days for training/KB/scripts		60-75 days for recruiting/onboarding/training/KB/scripts	
Service Scope	Basic troubleshooting, password resets, break/fix instructions, ticket escalations and routing		Same as leveraged + application troubleshooting, software installs, printer install and configuration, and remote desktop assistance	
Technology	ServiceNow, Five9, Bomgar		ServiceNow, Five9, Bomgar, Jitterbit	
Talent	L0-2 Techs with skills in supporting Windows, Mac, iOS, Android and common software		L0-2 Techs with skills in supporting Windows, Mac, iOS, Android, common and proprietary software	
IT Service Processes	Incident, Problem, Request, Change Management, etc. depending on solution size & complexity.			