



## ACCURATE & RESPONSIVE TECHNICAL SUPPORT AROUND THE CLOCK

The OryxAlign Service Desk is the heartbeat of our business. It's the primary interface with our clients and the place where we gauge the pulse of our user community on an hourly basis. By coupling powerful management and automation features our managed 24x7 Service Desk empowers us to deliver consistent and high-quality technology support services.

### KEY BENEFITS

- Dedicated 24x 7 service desk support
- 15 minute - 2 hour SLA's
- Immediate remote support capability
- Advanced ticket management
- Client self-service portal
- Monthly SLA performance reporting
- Client happiness survey's & quality control
- Based on ITIL processes & procedures

The OryxAlign IT Service Desk goes beyond the traditional culture of break-fix mentality and into the realms of a data centric IT management and support operation which adds intrinsic value to our supported clients. By taking a metrics-based approach to service desk performance, we are able to proactively identify a variety of problems as well as underlying issues that may be causing inefficiencies on our client sites.

Delivering an accurate, caring and responsive technology support services the OryxAlign service desk is about commitment to service excellence and dedicated to best practice in order to create an engaging service experience.

The OryxAlign service desk is powered by the industry leading Autotask platform. Autotask is at the forefront of service desk technology with an intuitive and smart approach to IT service delivery which combines productivity and enhancing automation, improvement and focused insight as well as the ever vital measurement and reporting.

### OUR SERVICE LEVEL COMMITMENT

#### Critical - 15 minute response

The entire infrastructure is unavailable for all users, which is causing significant impact to business.

#### High - 1 hour response

The infrastructure has reduced functionality & the problem is impacting business operations.

#### Medium - 2 hour response

The infrastructure is available but an isolated user is having difficulty working. There is no significant business impact.

#### Low - 24 hour response

Applies to peripheral components and repairs which are not part of the network and/or user infrastructure.

Advanced ticket management ensures that our user community are constantly updated with the latest and accurate information regarding their support request and integration with automated workflow rules and escalation increase the productivity of our service desk engineers.

### A CULTURE OF CONTINUOUS IMPROVEMENT

In order to focus on increasing our efficiency, maximising the effectiveness and optimising the cost of our IT service management processes we constantly look for opportunities to improve and re-align our support services to the ever changing needs and demands of our user community.

Our continuous improvement strategy focuses on, and measures performance that **increases efficiency, eliminates waste, automates wherever possible, eliminates redundant processes, increases accountability & increases intelligence.**

### ABOUT ORYXALIGN

OryxAlign is a thriving and vibrant managed technology services provider, with client happiness at the heart of our business. With decades of combined experience, we remove the stress and strains of IT by delivering efficient, practical and affordable managed technology services. We work as your IT partner, not as an outsourced provider.

#### OryxAlign Limited

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