

Enterprise Managed Service Desk & Large-Scale Fleet Support

High-volume Managed Service Desk designed for large-scale organisations. We provide 2nd- and 3rd-line incident management for Google Workspace, ChromeOS and cloud infrastructure. Features ITIL-aligned processes, SLA-driven response and scalable architecture to support Regional and National deployments with multi-channel access.

Features

- ▶ Scalable support architecture proven for mass-scale enterprise deployments.
- ▶ 2nd- and 3rd-Line technical support and incident management.
- ▶ ITIL-aligned service delivery (Incident, Problem, Change Mgmt.).
- ▶ Multi-channel access (Portal, Email, API/ITSM integration).
- ▶ Advanced performance analytics/trend reporting for large estates.
- ▶ VIP/Executive support pathways for critical leadership functions.
- ▶ Mass-deployment device management support for large fleets.
- ▶ Service Level Agreement driven Key Performance Indicators.
- ▶ Integration with client ITSM tools (e.g. ServiceNow, Freshdesk).
- ▶ Dedicated Strategic Service Delivery Manager for governance.
- ▶ Unified Endpoint Mgmt. strategy for ChromeOS/Android fleets.

Benefits

- ▶ Consistent user experience across massive, distributed workforces.
- ▶ Economies of scale reduce cost/ticket for high-volume estates.
- ▶ Frees up internal IT strategy teams from operational noise.
- ▶ Proactive trend analysis identifies issues before they impact the entire user estate.
- ▶ Rapid elasticity to handle peak demand periods (e.g. mass onboarding).
- ▶ Guarantees continuity through robust, contract-backed SLAs.
- ▶ Standardises support processes across all regions/departments.

