

A hand in a dark suit jacket is pointing forward with the index finger. The background is a dark blue with a pattern of overlapping, semi-transparent geometric shapes, creating a modern, tech-oriented aesthetic. The lighting is dramatic, highlighting the hand and the suit.

**DAMOVO**

UNDERSTAND. DELIVER. IMPROVE.

# DAMOVO'S GLOBAL MANAGED IT SUPPORT

A managed service approach  
to internal IT support



## GAIN CONTROL OF YOUR IT SPEND

Internal IT support can be very costly and complex to manage on a global scale.

Have you considered a managed service approach to your internal IT support? Whether you currently manage it all in-house, or outsource to multiple vendors across several geographies – it can be costing your organisation significantly in terms of time, efficiency and money.

There is a way of approaching this differently and more creatively. This is where Damovo can help. We will take over the management of your global internal IT service and deliver it in a way that will deliver significant cost savings and increased efficiencies by tailoring the service to your specific requirements.

This is achieved by developing an in-depth understanding of the nature and volume of your internal desktop support requirements across your organisation.

### The Damovo Difference:

-  | Dedicated 24/7 management function
-  | Single first point of escalation
-  | Customer access via portal, email and 24/7 call centre
-  | Stringent SLAs that are consistently met
-  | Daily/weekly SLA measurement and service management reports
-  | Visual analytics reporting
-  | Global network of highly qualified, experienced, professional people
-  | A “will do” attitude
-  | A commitment to firstly understanding and then delivering exactly what the customer wants
-  | A true partnership approach to every customer engagement

# THE DAMOVO APPROACH



## ANALYSE AND UNDERSTAND

Before we develop a service design we really get to know your business. Damovo's service analytics are one of the cornerstones of understanding how to help our customers derive business benefits from their investment in ICT. Using a mix of experience and domain knowledge gained across multiple disciplines over 40 years, we overlay business requirements with this data – mined from the very systems used to run your day-to-day business operations.

We will look at your processes to understand how the business is currently supported. We then examine the data and analyse the trends in terms of ticket types, geographical locations, incident severity, remedial action taken, and incident classifications. From this we can draw a picture which will help us to develop a managed service that is modelled to your exact requirements in terms of geographical locations, SLA resolution, and onsite/remote service mix. We will also use this intelligence to model the skillset of the workforce required to service the tickets correctly.



## DELIVER

The desktop support service is provided through our global Network Operations Centre. (NOC) This 24/7, multi-lingual centre is resourced by a network of highly skilled engineers working across a range of technologies who are committed to delivering service excellence. All of the services we provide are centred on delivering guaranteed quality levels and clearly defined results. Our methodologies and processes are tried and tested, complying with industry standards such as ISO and ITIL.

Every Damovo customer has a dedicated service delivery manager (SDM) who is the single first point of contact for all support issues and escalations. Your SDM will deliver agreed weekly, monthly, and quarterly reports that measure pre-defined KPI's such as ticket volumes and SLA adherence. This transparency will give you a clear picture of what is happening in your business in terms of where tickets are being raised, the ticket types, and the priority levels.



## IMPROVE

We always strive to deepen our knowledge of your needs and innovate in order to help you achieve ongoing business improvement. Our passion for data analytics means that we continuously review the service design – identifying further efficiencies and cost savings where possible in the delivery model. Once we discover these we can very quickly re-define the processes and change the service model so that these savings can be realised and passed onto your bottom line.

Damovo's Global Managed IT Support Service enables a more cost-effective, and efficient way of providing desktop support services for your employees. Our approach of understanding firstly what you require, and then delivering exactly that will save you time and money. It will also significantly improve the levels of service you receive by tailoring the support skillsets to your actual requirements.

Ultimately our goal is to align your ICT strategy to business outputs – allowing you to make informed decisions on what to change and then link the outcomes directly to business benefits measurable in €/\$/£.

Contact us today to see how we can help you.

Damovo delivers technology-enabled business efficiencies to enterprises around the world. We work closely with our customers to understand their present business model, their challenges and future aspirations. We then take this knowledge and work with our customers to explore how technology can support their business objectives now and into the future.

Our large portfolio of global managed services offerings spans a range of technologies including unified communications & collaboration, cloud, enterprise networks and contact centre technologies. We partner with leading technology vendors including Cisco, Mitel, Avaya, & Microsoft in order to make sure that the best solution is found to meet the customer's requirements.

With regional offices across Europe and a global capability spanning over 100 countries we have the geographical reach to support complex, large IT infrastructures – no matter where they are located.

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Damovo Global Services – a trading name of Damovo Deutschland GmbH & Co. KG

Explore more at: [www.damovoglobal.com](http://www.damovoglobal.com)

Or email: [enquiry.dgs@damovo.com](mailto:enquiry.dgs@damovo.com)