

A close-up photograph of a smiling female customer service representative wearing a headset with a microphone. In the background, another person is blurred.

SERVICE DESK

Efficient Support,
Better Business

Service Desk lies at the heart of any IT support function, but it can be costly to run, cumbersome to manage, and often users are unsatisfied with the experience.

Service Desk That Delivers

As organizations are challenged to achieve more with less, the task of keeping the IT ecosystem functioning optimally becomes increasingly complex. Service desk is the frontline of this effort, as an inefficient service desk has the potential to cripple business operations.

Whether you need out of hours support or to supplement existing resources, to service specific call types or technology areas, or to outsource the entire function, we can provide seamless integration with your existing IT environment. All services are customized to meet the technical support requirements of your organization.

Flexible Delivery

Service Desk has two distinct stakeholders. Users want a responsive and knowledgeable support team, swift problem resolution, prompt escalation and appropriate communication. Businesses need a resilient agile support function that reduces TCO, and increases capability, with seamless integration.

GSS Infotech Service Desk offers 24x7 global coverage, and multi-channel access for a broad variety of technical, application, and business support functions. Our multilevel service desk uses ITIL-based best practices and systems developed over years of providing services to customers around the globe.

The modern organization typically operates in many geographic locations, often with multiple support needs. GSS Infotech can help to ensure seamless coverage in any time zone in the world. Integration with existing support tools

Flexible

- Custom Solutions Built on ITIL v3
- Ramp Up / Down as Needed
- Multi Coverage Support
- Out of Hours Support
- Assign Coverage for Peak Demand
- Improved User Satisfaction and Productivity

Cost Efficient

- Zero-CAPex Investment
- Reduce TCO by up to 40%*
- Achieve Faster ROI
- Reduced Investment in Support Tools and Personnel
- Increased Utilization of Existing IT Resources

Quality

- World Class Support
- Guaranteed SLA Achievement
- High Customer Satisfaction of 4.5+
- First Call Resolution of 75%+
- First Level Resolution of 88%+

About GSS Infotech

GSS Infotech provides enterprise level technology solutions that focus on driving business efficiency and reducing total cost of ownership. Founded in 1999, GSS Infotech operates worldwide through offices in the U.S., India and the Middle East. We provide customized and cost-effective solutions to customers, focusing on Infrastructure Management, Cloud Enablement and Application Development.

Contact Us

Tel: (847) 531 4436
e-mail: info@gssinfotech.com
Web: www.gssinfotech.com



and coordination with 3rd party vendors ensures that barriers to issue resolution are removed, leading to increased efficiency levels and higher productivity.

Cost Efficiency

Doing more with less is the catchphrase of IT. Outsourcing some or all of the support function enables organizations to right size support costs, in line with economic pressures. With predictable budgeting and reduced operating costs IT Support becomes more responsive as internal IT staff is freed up to focus on critical business goals. In addition the enhanced speed and improved quality of service compared to internally managed service enables aggregated savings in operational investment.

Quality of Service

At GSS Infotech, quality is woven into every process. We understand that while different clients require different solutions, all demand unprecedented quality of service.

GSS Infotech is committed to a high level of excellence in every service delivery. GSS Infotech is a CMMi Level 5 certified organization. We are aligned to ITIL v3, ISO 9001, ISO 27001, and PMBOK 3rd edition.

Fast and Simple Onboarding

Comprehensive on-boarding frameworks and best practice templates ensure that business and requirements are thoroughly understood. Objectives and deliverables are clearly defined and we work with you to set SLA's that ensure these goals are met. With regular reviews we ensure that the service desk adapts to the changing needs of your users and your business.

Integrated Service Requests

Of course we respond via telephone and email, but also integrated into every service desk delivery is a self-learning help portal with many common issues presented in FAQ's. The portal intelligently learns and classifies incidents so that users can resolve issues themselves and escalate only if required.

Proactive Visibility

Service Desk interaction and logging methodologies can often drive additional efficiencies. Service Desk is designed to minimize incident reoccurrence through extensive root cause analysis. As a result, management processes can help identify training needs proactively, recognizing trends and areas that need focus in the IT organization.

NORTH AMERICA

GSS Infotech

2550 US Highway No 1, NJ-08902, USA
Tel: +1 888-248-5627, Fax: +1 866-726-0520
e-mail: northbrunswick@gssinfotech.com

1699 Wall Street, Suite 201, Mt. Prospect, IL 60056, USA
Tel: +1 847 640 3700, Fax: +1 847 640 3701
e-mail: chicago@gssinfotech.com

1762 Central Avenue, Albany, NY 12205, USA
Tel: +1 518 452 3700, Fax: +1 518 452 3939
e-mail: albany@gssinfotech.com

2842 Main Street, Glastonbury, CT 06033, USA
Tel: +1 860 633 7174, Fax: +1 860 633 7162
e-mail: glastonbury@gssinfotech.com

11875 Dublin Blvd, Suite # C155, Dublin, CA 94568, USA
Tel: +1 925 803 1117, Fax: +1 209 879 0162
e-mail: dublin@gssinfotech.com

INDIA

GSS Infotech

Cyber Pearl, Block - 2, Level - 5, Wing 05-01,
HITEC City, Madhapur, Hyderabad - 500 081. AP. India.
Tel: +91 40 44556600, Fax: +91 40 40028703
e-mail: india@gssinfotech.com

MIDDLE EAST

GSS Infotech

P.O. Box 73030, Dubai Internet City, Dubai, UAE.
Tel: +97 143 755 710, Fax: +97 143 672 786
e-mail: dubai@gssinfotech.com