

### Zones Service Desk

#### Ensuring Reliability and Cost Efficiency with Zones' Service Desk

Small and Medium-sized Businesses (SMBs) commonly face challenges in managing their IT Service Desk due to limited resources, budget constraints, and a lack of specialized expertise. They often struggle with staying up-to-date with technology advancements, ensuring data security, and managing the increasing complexity of IT systems. Overcoming these challenges is crucial for SMBs to remain competitive and drive their growth in today's digital landscape.

Zones understands that small and medium-sized businesses (SMBs) have unique needs, and we provide customized Service Desk services to meet those requirements. Our Service Desk serves as a dedicated support center, serving as the primary point of contact between your organization and our team of skilled IT professionals. With Zones Service Desk, you can confidently delegate routine tasks, resolve issues, fulfill user requests, and swiftly handle incidents. By leveraging our top-notch Service Desk services, SMBs can streamline their IT operations, elevate user satisfaction, and propel their overall business achievements. Trust in Zones' expertise to optimize your IT environment and drive success for your SMB.

#### Service Desk Offering:

##### L1/L2 Technical Support

- Level 1 / L2 team for handling technical issues
- End-user Problem Resolution

##### Omni Channel Support

- Phone Support
- Chat
- IT Chatbot
- Email

##### Executive Support

- Priority support and hotline for VIPs

##### Delivery Model

- Offshore Model
- 24\*7 service window

##### Digital Experience Management

- Self - Help
- Self - Heal
- Proactive IT Support
- Customized dashboards and reports for end-user devices (Windows)



Consider **IT done**

Visit [zones.com](https://zones.com) or call **800.408.ZONES** today.

### BUSINESS BENEFITS

- **Reliability** - With Zones' Service Desk backed by ITIL-certified agents successfully supporting over 1 million end users, SMBs can have complete confidence in the dependability and trustworthiness
- **Customer Centricity** - Zones Service Desk with its dedicated team of 500+ technicians offers 24x7x365 support through prompt issue resolution and continuous communication
- **Cost savings:** Service Desk support provides a cost-effective solution by allowing them to access professional IT expertise without the need to hire full-time IT staff
- **Enhanced Efficiency:** Service Desk support streamlines IT operations by providing a single point of contact for all IT-related issues along with an easy integration capacity
- **Improved User Experience:** Small businesses heavily rely on their IT systems for day-to-day operations. With a Zones Service Desk in place, employees have a dedicated support channel to report issues and seek assistance promptly. This leads to faster problem resolution, increased productivity, and higher user satisfaction
- **Scalability and Flexibility:** Zones Service Desk support can easily scale up or down based on the evolving needs of small businesses

Recognized by Leading Industry Partner



Recognized in the ISG Provider Lens™ report on The 'Future Of Work - Services And Solutions 2022' - U.S. and U.S. Public Sector



Get in touch with a Zones representative today, to build an all-new workplace together.

**CONTACT ZONES**

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### WHY ZONES:

- **SOP Based Troubleshooting** - SOPs ensure consistent issue resolution, helping SMBs maintain service quality and efficiency even with limited IT expertise
- **Critical Incident Management** - Effective incident management prevents major disruptions, allowing SMBs to quickly recover from critical issues and minimize downtime
- **Service Readiness Team for User Change Management** - A dedicated team streamlines changes, reducing the risk of errors and ensuring smooth transitions for SMB users
- **Continual Quality Management Program** - Continuous improvement boosts service desk performance, enhancing customer satisfaction and loyalty for SMBs
- **Problem Management via Ticket Analysis** - Analyzing tickets identifies root causes, leading to proactive problem resolution, and reducing repeat issues
- **CSAT and DSAT Analysis** - Customer feedback analysis helps SMBs understand satisfaction levels, enabling targeted improvements for better service delivery
- **Knowledge Management** - A well-maintained knowledge base empowers SMB users, reducing reliance on support and enhancing overall efficiency.