IT Service Desk by Advanced

The IT Service Desk serves as the primary point of contact for managing and resolving user queries and issues. It plays a crucial role in ensuring smooth operations by providing timely support and guidance to deliver a consistent end user experience with minimal disruptions. Advanced's Service Desk is delivered by a highly skilled and experienced team of professionals who provide personalised and agile support to strengthen your organisation.

How can you achieve a high functioning service desk?

Companies can outsource their service desk to an external provider, which can take the form of a dedicated or a shared service. A dedicated service desk is exclusively used by one organisation, ensuring personalised service and in-depth knowledge about the specific business. On the other hand, a shared service desk serves multiple organisations simultaneously, providing a cost-effective solution with the ability to handle a high volume of requests. Both models aim to improve customer service, increase efficiency, reduce costs and most importantly, enhance the end user experience.

advanced

IT Powered Possibility

Why is outsourcing gaining popularity?

The industry-wide technical skills shortage has made it harder for organisations to staff their own support services, and the rise of remote or hybrid workforces post-pandemic has meant that maintaining an in-house, 24/7 team is more difficult than it used to be, especially if on-site help is required. These challenges, along with the difficulties of fluctuating economic conditions demanding flexible and agile services, have resulted in more organisations outsourcing their IT Service Desks to a provider who is better equipped to handle them.

Are you struggling to attract and retain staff?

An outsourced IT Service Desk might be the right choice for your organisation if you are facing any of the below challenges:

- **Limited internal resources:** If your organisation lacks the necessary internal resources, both in terms of manpower and technical expertise, to manage an IT service desk.

- **Cost management:** Outsourcing can be much more cost-effective than hiring, training, and equipping an in-house team.

- **24/7 support needs:** If your organisation requires round-the-clock support but cannot afford or fulfil such extensive operations internally, an outsourced IT Service Desk can fill this gap.

- **Rapid business expansion:** For businesses experiencing rapid growth or expansion, an outsourced IT Service Desk can quickly scale up to meet the increasing demand for IT support.

- **Focus on core business functions:** If managing IT issues is diverting attention from your core business functions, outsourcing the service desk allows your team to focus on what they do best, while leaving IT support to the experts.

What makes Advanced different?

- Through our range of sector specific software solutions, we have an incredibly deep understanding of how key industries operate and what users need

- We are not an 'out of the box' provider, which means that we can tailor solutions and inherit complex environments, stabilise, and run them while we implement transformation, all without service degradation

- Our Squads model revolutionises IT operations, separating innovation from core BAU activities to ensure you receive continuous innovation and service improvement

- We have over 30 years' experience delivering enterprise services to the UK market

- As we work with customers and partners with a wide range of operating models, we understand environments of all different builds and can apply best of breed processes to our own services

- Advanced hold longstanding relationships with leading technology partners including Microsoft, ServiceNow, IBM and more, validating out expertise and providing us access to cutting-edge resources

- We view IT outsourcing as a partnership and aim to act as an extension to your team. For this reason, we only onboard a small handful of customers a year, so that we can ensure cultural alignment and add tangible value to your business

Why Advanced are best placed to support your Service Desk requirements

Run on an enterprise-class IT Service Management (ITSM) platform

ITIL v4 aligned capability

Options for shared, dedicated, or combination services

Our dedicated team, rigorous processes, and unwavering focus on user experience set us apart. We empower our users with self-service, self-help, and self-healing options, and our intuitive technology including Virtual Assistants and automation ensure seamless, accelerated resolution.
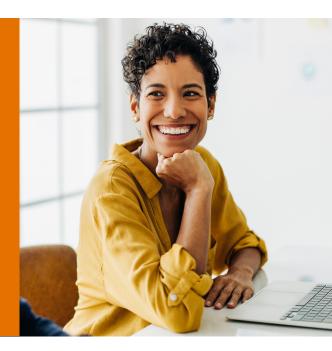
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About Advanced

Advanced provide mission-critical services and support that help businesses focus on their core activities while accelerating and transforming digitally. Through our range of services, including full IT outsourcing, cloud, security, managed services and more, we strive to make a difference to millions of lives every day by making the complex simple, inspiring innovation and delivering exceptional customer service.

We have been empowering many global brands for years, so you can lean on our unique expertise and vast experience to create a reliable roadmap, unlocking the capability and flexibility to take your business into a robust & digital future. Get in touch today to learn how we can help your organisation.

Make IT work

More Information

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