



Managed Services

acoraDesk

1st line service desk to support internal IT teams



Empower your workforce, maximise productivity and increase end-user satisfaction with **acoraDesk**.

Challenges

Managing incoming IT service requests is an important component of IT operations. Your employees – especially millennials – have much higher expectations for IT support than just a few years ago. They expect to bring the way they conduct their life outside the office in to the workspace, demanding an ‘anywhere, anytime any device’ support service.

So as busy, overstretched IT departments struggle to strike the right balance between ‘housekeeping’ and maintenance of existing solutions whilst overseeing innovation and integrating new technologies, resolution rates can drop – resulting in an overall decrease in user satisfaction and productivity.

Solution acoraDesk – IT Support 24/7/365

Our **acoraDesk** package enables you to offload end user support and service requests in a cost effective way, enabling your team to focus on managing the core environment and IT initiatives that have the biggest impact to your business. We can also enable you to extend the IT service you provide outside of core hours to cover nights and weekends, meaning your team doesn’t need to be on call unless it’s a real emergency.



24/7

2 UK-based operation centres



10_k

Service tickets processed per month



100+

Service desk professionals



15_k+

Users supported globally



The Ultimate Guide to the World's Best MSPs

	Client internal team	Acora 1st/2nd line	Optional out of hours	Optional out of hours	Optional out of hours	Optional out of hours	Optional out of hours	Optional out of hours
End users	07:00 to 19:00							
	19:00 to 07:00							
		Mon	Tue	Wed	Thu	Fri	Sat	Sun

Service highlights

- All end-users have access to Acora’s service desk function, for the logging and resolution of typical 1st line support requirements
- All incidents and requests relating to systems and applications are logged with the Acora service desk function
- Analysts will escalate any relevant case to an appropriate 3rd party or internal resolver group for resolution. In these instances, Acora will maintain responsibility for managing the case and providing updates to the affected end-user.

Key service features

Acora’s 100+ strong service desk team utilise ITIL based best practices and industry-leading systems to:

- provide initial assessment of incidents and maximise first-call resolution via a single point of contact
- facilitate multichannel support and increase reachability to end users via an online portal, email and telephone
- build an advanced knowledge base that accelerates service delivery and creates the foundation for self-service and self-help

With this extended pool of people I don’t have to worry about the day-to-day management of my team. Days off sick are Acora’s problem, not ours.

Jason Shaw – IT Director, GVA

- conduct regular, meaningful and customized surveys that continuously ensure service quality and customer satisfaction
- create detailed reports and provide insight about service quality and trends

Key benefits

- Add scale and flexibility to support your business as it grows
- Access additional talent, expertise and new technologies – without the investment
- Enhance end-user experience and improve productivity
- Fast track your IT transformation projects as BAU IT is reduced
- Replace variable capital and operating costs with a predictable monthly cost

Utilise our leading-edge systems and tools to deliver key functions and processes. Delight end users and enhance the reputation of IT in your business.



Accreditations

Our services are underpinned by the following standards and accreditations:

ISO Standards achieved:

- ISO 20000-1:2011: demonstrating an integrated approach to delivering managed services
- ISO 27001:2013: the international best practice for an information security management system

- ISO 9001:2008: acknowledging an internationally recognised quality management system
- ISO22301:2012: International standard for business continuity management (BCM)



If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.



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