

SERVICE DESK SERVICES

Achieve Consistency and Improve SLAs with Performance Accountability

95%

95% of employees encounter digital workplace friction, dealing with issues related to software, networks, and accessibility of workplace applications.

Ivanti, 2024, 2024 Digital Employee Experience Report

Connection's Service Desk Services simplify support, lower associated costs, ensure precision operations, and provide rapid issue resolution, fostering loyalty and trust from your end users. Through defined SLAs and clear communication, we empower your IT pros to focus on strategic IT initiatives, not the less important tasks that keep them busy. Available whenever and wherever needed, our skilled Service Desk team and AI-driven self-service portal are here to help solve issues both small and large. And our personalized approach means we know who you are when you call, ensuring high end-user satisfaction.

We provide experiences to fit your needs, so your IT team can think bigger:

- 24/7/365 multi-language, always available
- Self-service and AI enhancements
- Level 1-3 support and incident management
- Quality and success from onboarding and beyond

Key Benefits



ISO 27001:2013
– Information
Security
Management



ISO 20000:2018
– IT Service
Management



ISO 22301:2019
– Business
Continuity
Management



ITIL Certified
Employees



Most Trustworthy
Companies in
America 2024
Multi-year recipient

10-15% self resolution
with AI



Self-service

10-15% ticket reduction via
actionable self-service portal
with knowledge base(s)

15-20% increase
of CSAT



Chat Services

15-20% CSAT increase via
enhanced channels and
lower mean time to resolution

10-15% increase in
first call resolution



Agent Training

10-15% increase in first call
resolution via knowledge
management best practices

Increase end-user productivity
in critical hours, 24x7



Coverage

Flexible operating hours
during business needs

A Provider Like No Other

With over 40 years of IT industry expertise, Connection is your trusted partner for Managed Digital Workspace services. Our exceptional team, streamlined processes, and cutting-edge systems are designed to help you achieve your goals of cost reduction, enhanced user experiences, and minimized risk. As one of the most flexible providers in the market, we ensure your IT operations are in capable hands, allowing you to focus on what truly matters—driving your business forward.

Please contact your Connection Account Team to learn more.

1.800.998.0067 ■ www.connection.com/Services