



TELUS Business Solutions | Managed Infrastructure
Business. Backed by TELUS.

Service Desk

Expert, consistent IT support

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The shortage of skilled IT personnel is driving the move to outsource IT support. Organizations are finding that outsourcing gives them easy, cost-effective access to top-notch expertise, which minimizes risk and enhances regulatory compliance.

These same drivers motivated a world-leading heavy equipment dealer to outsource IT support. From a field of multinational competitors, the company chose TELUS as its outsourcing partner. TELUS Service Desk now handles 40,000 service desk requests per year for the company's 2,000 desktops. By having TELUS take care of all daily IT issues, the company is able to guarantee expert, consistent IT support as well as access expertise in new technologies.

Your organization can gain the same advantages. One phone call, one e-mail, one message, or one click – that's all it takes for your employees to get the help they need. TELUS Service Desk operates 24/7. We have more than 200 agents on staff – encompassing a broad range of skills and expertise in managing customer requests, problem tracking, and help-desk services.

Enhance the desktop experience

Given the rapid pace of technological change and today's budget-conscious business environment, there's more pressure than ever to efficiently manage desktop computer systems. TELUS Service Desk can enhance the desktop experience for your staff, and delivers tangible business value:

Provide better IT service quality. Our personnel are highly trained, industry-certified and knowledgeable. Each agent takes four hours training per month. Our agents score an average of 97% service excellence rating on client satisfaction surveys.

Improve productivity. TELUS Service Desk consistently exceeds an 80% First Contact Resolution (FCR) rate based on Gartner's FCR calculation method.

Control your IT costs. Our resource pool of certified professionals eliminates the need for your organization to set up and maintain a costly, complex internal support structure

Meet your quality objectives. TELUS commits to service levels that are best suited to meet your business needs. We also provide comprehensive reporting of service delivery metrics. This makes it easy for us to identify and monitor meaningful service levels for your business.

Focus on your business. Chasing and maintaining technology is time-consuming and diverts attention from your core business. TELUS Service Desk handles daily IT issues so you can focus on how IT can best support your business objectives.

Ensure flexibility. TELUS Service Desk solutions are tailor-made to meet your needs. You choose the components you require.

Access complementary services. You can complement your Service Desk solution with TELUS' portfolio of security, business continuity, disaster recovery and consulting solutions.

Service desk leader

TELUS Service Desk manages more than 60,000 calls per month from more than 100,000 end users throughout Canada and the U.S. Our state-of-the-art Service Desk facilities are located across Canada to provide fault-tolerant service assurance. TELUS' approach is simple, yet comprehensive:

- Answer all calls, take ownership of problems, and pursue resolution – courteously, quickly and efficiently
- Be proactive in the elimination of repeat problems, and follow up with the end user to ensure the highest level of customer satisfaction

Comprehensive services

Let us focus on supporting your users while you build your business. TELUS Service Desk provides the technology, the expertise and the people to deliver the IT support that your employees and customers need. Where possible, skills-based routing is deployed to automatically route incidents to the appropriate expert who has the skills and tools to resolve the problem quickly.

TELUS Service Desk provides life-cycle incident management in an ITIL Single Point of Contact including:

- Incident detection and recording
- Incident classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure

TELUS provides a complete service desk service, designed to optimize the resolution of problems::

- Service Desk analysts "own" the incident
 - Incidents tracked through to completion
 - Engage and manage your third-party providers
 - Incident escalation as required
 - Complaint management
 - Quality assurance
- Technical analysts utilize state-of-the-art tools for remote support
 - Technical know-how and capabilities
 - Remote desktop takeover
 - Desktop support for all Windows operating systems
 - Level 2 troubleshooting
 - Virus response and remediation
 - LAN/WAN Network
 - Security
 - Server support – Windows, Unix, Linux
 - Desktop applications
 - Customized applications
 - Mainframe
 - NetBackup
 - Database

Commitment to industry standards

TELUS understands the importance of embracing industry standards. TELUS Service Desk has adopted ISO (International Organization for Standardization) standards, SOX (Sarbanes Oxley Act) compliance, and ITIL (Information Technology Infrastructure Library) framework principles. We engage independent auditors to audit our documented IT controls, based on the ITGI COBIT (IT Governance Institute – Control Objectives for Information and related Technology) framework, as adapted for SOX compliance purposes. Audits are conducted according to recognized AICPA (American Institute of Certified Public Accountants) and CICA (Canadian Institute of Chartered Accountants) audit standards for assessing appropriateness and effectiveness of service organization controls.

The ITIL framework serves as a set of guiding principles to link the work of the Service Desk with the rest of the IT delivery organization, with a strong focus on continuous improvement. This ensures all TELUS business practices work efficiently and cost-effectively in conjunction with your business and IT environment. TELUS has more than 200 employees certified to the Foundation level within the ITIL.

GET THE BEST FOR YOUR BUSINESS.

Do more with TELUS solutions. Connect with us today and we'll show you how.

Contact your TELUS Account Executive, call **1-866-GO-TELUS** or visit **telus.com**