NEC **Orchestrating** a brighter world

NEC Service Desk

A centralised single point of contact for customer initiated
ICT service requests, incidents and problems

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NEC Service Desk has
a tiered support model
to suit a range of
requirements and budgets

Background

A consistent, quality driven service desk is vital to an organisation's ICT environment. For most customers, end-user interaction with NEC begins at the service desk. It's therefore critical that this interaction is handled efficiently and effectively, while delivering exceptional customer experience.

NEC Service Desk adheres to ITIL good practices and ensures our analysts are highly trained. We employ strict quality programs to ensure our customers receive a consistent level of service every time they contact NEC to ensure the best possible customer experience.
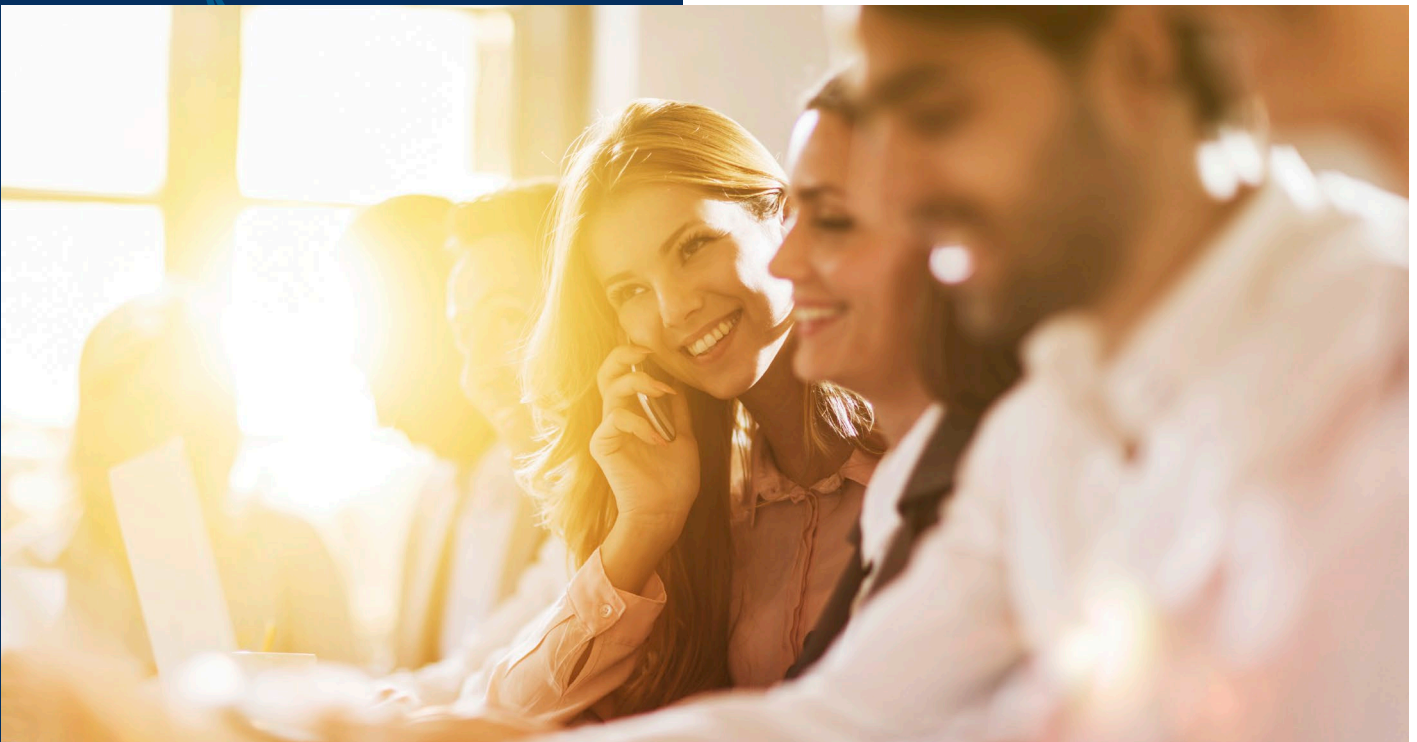
Business challenges solved

Managing risk

Choosing to engage NEC Service Desk offers an effective strategy for managing and reducing the risk associated with ICT systems failure.

Reduced IT budget

Reduce waste by adopting a utility-based model. Pricing based on the number of tickets raise per month – only pay for what you use.

A fully trained Service Desk will enhance customer satisfaction

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Multiple contact points

Save valuable time and resources. NEC Service Desk is vendor neutral, providing support services for most equipment types, brands and manufacturers. One point of contact for complete service and full support.

Service overview

NEC offers a 24x7x365 Service Desk from our onshore Customer Service Management Centre.

Our highly experienced and qualified analysts provide a cost effective, centralised, single point of contact for customer initiated incidents, problems and service requests - all backed by proven ITIL processes.

NEC Service Desk is vendor agnostic, providing support services not just for equipment or applications supplied and manufactured by NEC, but for most equipment types, brands and manufacturers.

With just one single point of contact for complete communications network service and full support, you no longer have to pinpoint the problem before deciding who to call. It's all about protecting your network investment and ultimately, your business.

Our tiered support model provides flexible support options for different deployments of the Service Desk ranging from simple 'catch and despatch' through to first level and first contact resolution, as well as first level fulfilment.

Service package options

Essential

A base level of service where incidents, problems and service requests are logged and assigned to technical support and fulfilment teams for analysis and action.

Standard

This includes the Essential service, plus triage performed by Service Desk analysts to achieve a level of First Contact Resolution where possible.

This includes, but not limited to: password resets, folder and network permissions, troubleshooting, request for information/ customer updates etc. Standard monthly reports are provided.

Premium

This includes the Standard service, 24x7 extended hours of support plus a deeper and more comprehensive triage and support capabilities.

Additional services include: troubleshooting for common desktop applications, networks, phones and printers, request fulfilment for user access such as email and Active Directory.

Core benefits

Flexibility

If your business runs on a traditional 9-to-5 schedule, you may not have employees to work the service desk during nonpeak times. Calls after hours may go to a voice mail, which can lead to frustration and complaints. NEC can provide 24-hour support.

Cost reduction

By using the NEC Service Desk you will not have to provide the benefit packages or other perks in-house staff receive, further reducing costs.

Easier Management

NEC recruits and hires, trains and manages all employees, reducing the stress on your in-house human resources department saving you in recruiting and training costs.

Profitability

By having a fully trained Service Desk, customer satisfaction levels will increase, resulting in greater retention rates and profitability for your business.

NEC Service Desk protects your network and ultimately, your business

Features

- Single point of contact
- Multi-channel: email, voice contact and ITSM portal
- Logging, categorising, prioritising, resolving and closing all types of incidents, service requests and problems
- Focus on: First Contact Resolution (FCR), First Level Resolution (FLR), First Level Fulfilment (FLF)
- Confirmation of successful resolution of all incidents with the requestor prior to closure of the incident or request
- Customer status updates
- Request for information
- Communication for planned and unplanned outages
- VIP support
- Customer Satisfaction Surveys
- Easy to navigate Service Catalogue of contracted services
- Easy to submit requests and issues
- Upload a file or make a comment on your requests or issue while the ticket is Open.
- Review approval status and approve a request (when the approval workflow is required for the request)
- Easily view all Open/Pending/Closed requests and issues
- Resubmit (i.e. copy) previously submitted requests and issues.
- Request on behalf of another user
- View and update other requests and issues submitted for your company (when the Business Manager permission is granted)
- Save a favourite request for repeated use
- Detailed User Guide
- Search the Knowledge Base using text searches

NEC Service Desk currently supports approx. 6,000 customers nationally

Why partner with NEC?

The NEC Service Desk has been providing our local support service to Australian organisations for nearly 20 years. The NEC Service Desk currently delivers support services to approximately 6,000 customers nationally, including many of Australia's major corporations and government bodies.

Supported by our National Service Management Team, who is committed to delivering exceptional customer service through:

- Responding to incoming contacts within published and agreed time frames
- Interacting with customers, clients and vendors in with a high level of professionalism
- Soliciting feedback from customers to identify opportunities for improvement through the use of survey tools
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring service levels
- Delivering on a robust Service Level Agreement (SLA)

NEC specialise in ICT solutions and services in multi-vendor environments, enabling our Service Desk to support most brands and manufacturers.