

IT SERVICE DESK SUPPORT

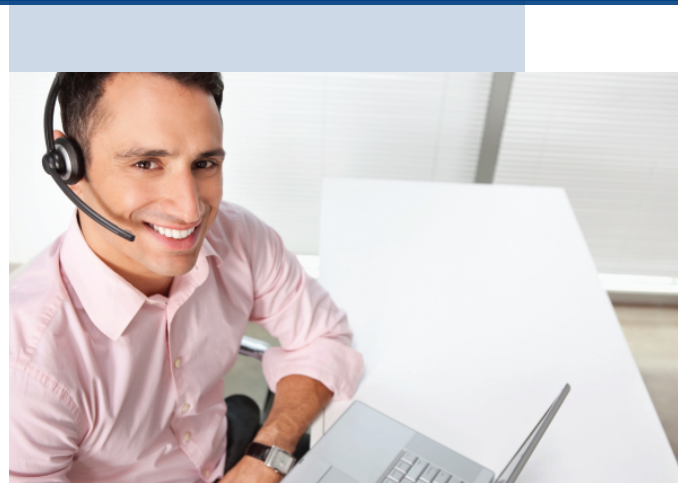
Maximizing the value of your IT investment

The service desk is the heart of effective IT service management and a key pillar of Stefanini TechTeam's business. We deliver high-quality service desk support around the clock and around the world. At the forefront of innovation, our multilingual, multi-location, multichannel approach means that your workforce is supported in the right language, from the right location, at the right time with the right tools and technology.

Our team understands that every minute of downtime impacts your business productivity. Each step in our service desk process is designed to address end-user issues quickly and to put steps in place to prevent incidents from occurring again. We follow ITIL best practices to help your customers move beyond reactive incident management into request, problem, configuration and change management processes that drive higher levels of IT service management performance while reducing costs.

With 13,000 employees in 27 countries, our global team is experienced in supporting Fortune 1000 enterprises in multiple industries. Rely on Stefanini TechTeam for comprehensive solutions, proven experience and continuous innovation.

Stefanini TechTeam delivers world-class IT support 24x7x365 by integrating people, processes and technology into a multilingual, scalable, agile, global IT service desk support solution, based on ITIL best practices.

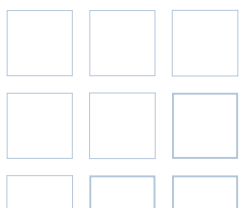


OUR SUPPORT SERVICES

- Single Point of Contact support (SPOC)
- Business and proprietary applications
- Common off-the-shelf software
- Desktop hardware and networking
- ID management
- Remote access support
- ITIL best practices methodologies
- Lean Six Sigma process improvement

YOUR BUSINESS NEEDS

- Cost-effective, reliable support, 24x7x365
- Consistent processes and continuous improvement
- Multilingual support
- Scalable and flexible models
- Responsive and agile
- High end-user satisfaction
- Onshore, nearshore and offshore delivery options



VOICE OF THE CUSTOMER

"Stefanini TechTeam is a fast-rising, global market leader for outsourced, multilingual help desk services and specialized IT solutions deployed through a proven single point of contact (SPOC) delivery model."

Data Monitor's Black Book of Outsourcing, 2009



OUR SOLUTION

Single Point of Contact (SPOC) Support

We provide a SPOC service desk for all IT-related incidents including, but not limited to, troubleshooting and support for hardware, common off-the-shelf software, business and proprietary software, ID administration, work-related incidents and remote access issues. We support desktops, laptops and mobile devices (such as BlackBerry, iPhone and iPad) as well as specialized proprietary hardware.

Seamless multilingual support

Our team has the ability to deliver support in 32 languages, utilizing our 68 offices, covering the Americas, Europe, Asia, Australia and Africa.

Global, "best-shore" approach

We offer a variety of delivery options to meet your global support requirements, budget, business demands, and service levels. You can rely on our onshore, nearshore and offshore delivery options to suit your company's unique industry and business framework. We can also provide our services from your location, and co-source with your team.

ITIL and Lean Six Sigma focus

Our standardized, ITIL-based processes and Lean Six Sigma process improvement approach ensure that we deliver consistent support across global locations, and that we take steps to move beyond reactive incident management to the proactive problem and change management processes that save you time and money, and improve your operations.

Multichannel support

Our flexible approach enables end users to receive support using the method that suits your unique needs and preferences: phone, online web services, chat or email.

SLA accountability

We develop service level agreements (SLAs) and performance-based contracts that ensure ownership of incidents from request to resolution, and that drive continuous improvement.

Advanced tools

Stefanini TechTeam has experience in all major service desk platforms and can deliver managed services using your existing tools or the industry-leading tools from CA. We have significant expertise with the enterprise-level, ITIL-compliant CA solution. We can support the CA tools on your premises or provide them via a SaaS (Software as a Service) model.

FEATURES

Our SPOC methodology and ITIL/Lean Six Sigma best-practices approach provide accountability and continuous support improvement. We will work with you to improve the quality of support, provide consistency in practices and processes, and lower overall costs.

- Comprehensive design and launch process for a smooth, rapid rollout
- Multichannel support options
- SLAs to meet your requirements
- IT Service Management portal/centralized knowledge database
- In-depth reporting and data analytics
- Industry leading Service Management tools from CA

BENEFITS

Reduce Costs

- Gain economies of scale with outsourced support
- Reduce costs with process improvements and a consistent best-practices approach
- Benefit from Stefanini TechTeam's investment in tools and training
- Utilize problem management best practices to reduce repetitive incidents

Improve Support

- Ensure accountable, reliable support based on ITIL best practices, ISO 9001 certification and a Lean Six Sigma process improvement approach
- Enjoy efficient, consistent and high-quality execution across multiple locations

Increase Flexibility

- Ensure the agility to manage complexity as your business grows using scalable solutions
- Gain flexibility in offerings, languages and pricing via onshore, nearshore and offshore delivery options