



## IT Service Desk

Get the maximum value from your IT investment

The service desk is the heart of effective IT service management and the core of TechTeam's business. Some of the world's largest companies, and smaller companies as well, rely on us to support their workforce. We deliver high-quality service desk support around the clock and around the world, in 32 languages. Our multilingual, multi-location, multichannel approach means that your workforce is supported in the right language, from the right location, via the phone, email, or web.

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

### OUR SOLUTION

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

#### 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, password resets, network-related incidents, and remote access issues. We support desktops, laptops, and mobile devices/PDAs.

#### Seamless multilingual support

Our team delivers support in up to 32 languages, from 19 global locations.

#### Global, "best-shore" approach

We offer a variety of options of support locations to meet your global support requirements, your budget, and your service levels, including onshore, near-shore and off-shore. We can also provide our services from your location.

## OUR SUPPORT SERVICES

### Single Point of Contact Support (SPOC)

Business and proprietary software

Common off-the-shelf software

Desktop hardware and networking

Password resets and management

Remote access support

ITIL best practices

Lean Six Sigma process improvement

## YOUR BUSINESS NEEDS

- Cost-effective, reliable support, 24x7x365
- Consistent support processes across all locations
- Multilingual support
- Scalable options
- Responsive, highly accountable, solution provider
- Strong end user satisfaction
- Continuous improvement



“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.”

**Brown-Wilson Group**  
*Black Book of Outsourcing, 2008*

### ITIL 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 in the method that suits their needs: by phone, online web services, or by 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

While TechTeam has experience in all major service desk platforms and can deliver managed services using your existing tools, we have a strong and experienced practice built on industry-leading tools from CA. TechTeam utilizes an enterprise-level, ITIL-compliant CA solution. It includes CA Service Desk Manager as the IT service management

foundation, integrated with CA IT Client Manager and CA SPECTRUM supporting incident management, request management, problem management, change management, knowledge management, proactive remote management and a CMDB.

For customers, this means a better end user experience, with fewer problems and faster resolution with reduced cost and a robust reporting capability to provide almost instantaneous visibility into performance.

### FEATURES

Our Single Point of Contact (SPOC) methodology and ITIL best-practices approach provide accountability and continuous support improvement. We work with our customers to improve the quality of support, provide consistency, and lower overall costs.

- Comprehensive design and launch process provides for a smooth, rapid rollout
- Multichannel support options: online self-service, email, or phone
- Single Point of Contact approach ensures accountability and reliability
- 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

- Outsourced support offers economies of scale
- Best-practices approach reduces costs
- Benefit from TechTeam’s investment in tools and training
- Reduce repetitive incidents

#### Improve Support

- ISO 9001 certification, ITIL best practices and a Lean Six Sigma process improvement approach, ensure accountable, reliable support.
- Consistent model across multiple locations results in efficient, high-quality execution

#### Increase Flexibility

- Scalable solutions ensure that your support organization has the agility to manage complexity as your business grows
- Global delivery model enables flexibility in offerings, languages, and pricing

#### Globalize

- Multilingual services delivered in 32 languages ensure global, native-language support
- Onshore/near-shore/off-shore options offer consistent, global reach

**TECHTEAM GLOBAL, INC.** is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses. Founded in 1979, TechTeam has nearly 2,100 employees across the world today, providing IT support in 32 languages. TechTeam’s common stock is traded on the NASDAQ Global Market under the symbol “TEAM.” For more information, call 800-522-4451 or visit [www.TechTeam.com](http://www.TechTeam.com).



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