

## Service Desk as-a-Service (SDaaS)

The EXPO.e Service Desk offers a fully formed, resilient 24/7 Service Desk operation, based across three sites with SC Cleared engineers. Customers will have a single point of contact to the Service Desk function through a dedicated Direct Dial In (DDI) number and a service portal for recording the service requests of the end user community. The Service Desk can also be tailored for a white labelled service.

The EXPO.e Operational Service Centre (OSC) has several technical support teams that provide 24 / 7 x 365, SC-cleared Service Desk support to a wide range of customers and technologies, primary focused on desktop and server compute requirements.

### WHAT IS SDAAS?

There are other technical teams within the Service Department in EXPO.e, including the Network Operations Centre (NOC), providing all tier levels of support to network technologies, covering Wi-Fi, LAN and WAN requirements. There is also a Customer Service Centre (CSC) who provide Smart Hands in the Ark data centres. With this structure, the Service Department can provide support across all technology areas.

### FEATURES & BENEFITS

- White labelled service that fits seamlessly into your own solution portfolio
- Centralised view of the end-to-end service performance and improved resolution times
- Single point of contact for all end users requiring support, even in a multi-vendor environment
- SC-cleared engineers
- Telephone contact and service portal (white labelled)
- Flexible service hours
- Scalability to meet demand
- Technically scalable to add or have from the onset 2nd and 3rd tier SC-cleared support across network, hosting and end user device.
- Increase and maintain customer satisfaction
- Optimise flexibility by using the customer's own ITSM toolset
- Reporting, recording, AI/voicemail notifications
- Service Delivery Manager available, if required

## USE CASES

- Support and expand on opportunities
- Supplement hours not covered by in-house teams
- Manage periods of high volume due to major incidents, events and rollouts
- Initial ownership of the Service Desk function while internal capabilities are established and SC-cleared
- A centralised, single point of contact for multiple suppliers
- Provision of the Service Desk during the warranty or early life support of a project delivery
- As an initial support requirement

**EXPO.e** is a Cloud, Connectivity and Communications pioneer with a difference.

From launching the world's first Virtual private LAN in 2006 on our privately-owned 100GigE secure and super-fast Network to our recent launch of the world's first Software Defined Digital Platform (SD-DP), our commitment to innovation has resulted in us being recognised as one of the fastest-growing private companies in the UK, with 9 ISO accreditations to our name.

We have an extensive solutions portfolio that enables us to create services tailored specifically to our customers' operational needs whether that be for Private, Public or Hybrid Cloud, Data Centre, Unified Communications, Cyber Security or Managed IT Services.

Whether it's for a single service or transformative solution, we deliver Peace of Mind-as-a-Service to our customers: that's why we are trusted by over 3,000 customers, with 96% reference-ability and an **industry-leading Net Promoter Score**.

