



**DTS**  
User Helpdesk

# User Helpdesk

*The basis for the smooth running of business processes and thus for the efficiency of entire organizations is well-functioning IT systems. This makes it all the more important to provide your users with a contact person for technical questions and everyday IT problems. DTS offers you a user helpdesk as a single point of contact for this purpose. As a central point of contact for all user support requests, the DTS User Helpdesk can be reached via various communication channels: Hotline, e-mail, web frontend. Our specialists support you as quickly as possible with all challenges!*

- Increased quality through standardized processes & IT experts in 1st, 2nd and 3rd level support
- Time savings & increased efficiency through structured processes & clearly defined escalation & communication chains
- Improved productivity through relief from support requests
- Transparency in the entire handling process: Monthly reports with status & quantity of incoming tickets
- Clear cost structure & savings in internal IT costs by relieving the burden on in-house specialist staff

The processing of all incoming requests in the DTS User Helpdesk is divided into 1st/2nd/3rd level, whereby the boundaries are fluid here. This corresponds to the lived processes within the DTS support structure and helps to solve your hardware or software problems in an uncomplicated way.

First level support is the first point of contact for individual users and is able to resolve many incoming issues immediately. Users can contact the DTS User Helpdesk on its dedicated hotline during a defined service time. The helpdesk support can be German or English speaking. When a call is received, it is first prioritized & categorized in order to be able to react quickly to incidents with a high business impact.

An initial project management including a three-month pilot phase ensures a smooth implementation into your business environment architecture, resulting in savings of important internal time resources and satisfied users. The high quality of the DTS User Helpdesk is ensured by regular reviews & evaluations of the tickets received.

### **Optional Onsite Support**

In addition to a remote service for the support and assistance of your IT business processes, DTS also offers on-site support. If a question cannot be answered directly via the user helpdesk or if there are additional on-site processes, such as required rollouts, a technician will solve the problem directly at your site upon request.

### **Your advantages through the DTS User Helpdesk**

- Provision of a single point of contact with various communication channels: telephone, e-mail, web frontend
- Processing of all incoming inquiries, including the necessary involvement of second and third level support if required
- High first contact resolution rate already upon call receipt at 1st level by our trained experts: >62 % first contact resolution rate
- 82 % of all calls answered within 20 seconds
- Remote sessions available for targeted, rapid solutions
- Central documentation of all messages in the DTS ticket system
- Choice of different service hours (11/5 or 24/7)
- Company-specific calculation model
- Standardized project management with individual design of content
- Joint development of the dispatching process for optimal support of existing structures
- 3-month pilot phase with possible price adjustment
- Regular evaluation for quality assurance
- High user satisfaction & active monitoring of this (by telephone)
- Modularly combinable with other managed services from our portfolio

# User Helpdesk Workshop

## Experts always at your side!

Everything is becoming more digital, employees work decentrally at many locations and use different IT systems. This has also led to an increase in the number of questions and complex problems relating to applications, devices and applications. Fast help is needed from many sides - but IT support is often overwhelmed by tickets. The availability of technical support is also declining, and teams are becoming dissatisfied. A hopeless dead end? Not at all! Take advantage of our User Helpdesk Workshop to analyze your current situation and the corresponding challenges. On this basis, we will develop a customized concept for you, tailored to your very individual ideas and goals.

## Prerequisite

- Reporting of current ticket volume
- Exemplary tickets
- Application list
- Provision & presentation of your current situation, challenges as well as goals

## Contents

- Analysis of the current situation, requirements & problem definition
- Presentation, explanation & evaluation of possible helpdesk concepts
- Graphical representation of future processes
- Illustration of migration paths to the planned target scenarios

## Approach

- For preparation you can use a questionnaire as a guideline
- Joint, open discussion & brainstorming
- Individual arrangement of the dates as a workshop
- DTS sets impulses & brings in innovative ideas as well as solutions, tailored to your challenges

## Results

- Development of a customized helpdesk concept, according to your specifications & goals
- Evaluation, in which cases 11/5 or 24/7 helpdesk makes more sense
- Written concept tailored to your needs, outlining target scenarios & migration paths
- Concept presentation & subsequent transfer into a possible offer
- Possibility of on-site support in first and/or second level support

## Advantages

- Practice-oriented workshop
- Especially for IT decision-makers, joint review & potential exploitation of existing structures
- Showing where the DTS User Helpdesk can relieve you of everyday, recurring tasks
- Analysis of the current state, e.g. how DTS can support you & improve your helpdesk