



Enterprise Service Desk

Utilize world-class, end-user enablement and support that adheres to quality assurance and governance best practices.

The challenge

Inefficient IT service management and support for end-users

Inconsistent user experience and service quality across the organization

The solution

Comprehensive IT service management, quality assurance and governance processes

The impact

Enhanced productivity and satisfaction for end-users

Streamlined IT support and service processes across the organization

Cost-effective and efficient IT service management

Upgrade your IT service management with ATSG's Enterprise Service Desk and deliver a superior user experience while optimizing support processes across your organization.

Key features + benefits

Multi-channel interactions: Offer various ways for end-users to connect and receive support, such as phone, email and chat

Self-help: Provide accessible resources and tools to empower users to resolve issues independently

Total ticket management: Efficiently manage service requests, resolutions and escalations for a seamless support experience

Reporting, analytics + insights: Make data-driven decisions to optimize IT service management and user experience

24/7 support: Accommodate users in different time zones and ensure timely assistance

Multi-lingual support: Cater to a diverse workforce with support in multiple languages

Global delivery: Consistent and high-quality IT service management for users worldwide

To learn more about IT Managed Services, visit windstreamenterprise.com