



# REMOTE WORKING INTERIM IT HELP DESK

Short term IT Help Desk to get your users connected.

## BENEFITS

- Free up much needed time and resource from your IT team.
- Seamless end user experience when they interact with your business.
- Enhanced productivity
- Problem resolution.
- Training and guidance
- ITIL best practices to deliver consistent responses.
- Flexible contracts

## ABOUT INTELLIGERE

With more than two decades of experience, Intelligere is a trusted partner across business sectors.

Offering comprehensive Strategies, solutions, supply and services that help companies meet the ever-expanding computing challenges of today's IT environment.

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As the Coronavirus (COVID-19) outbreak continues to affect the UK, there is now a real chance that office facilities become unavailable. As the UK Government has moved into the initial stages of the Delay Phase, businesses must now plan for reduction in staff travel and possible home working.

This will require a change to the users working environment, which will put additional pressure of existing Service Teams – who must also ensure the availability of critical systems and remote access services during this period. Generally, the IT Help Desk acts as a hub for reporting technical support incidents and service requests. The anticipated increase in call volumes will directly affect the capability to manage both user support and system availability.

Intelligere have developed a service where we can offer interim IT Help Desk providing direct assistance to Home Workers to deal directly with user issues, including basic connectivity and user guidance.



Our solution offers short term interim contracts, enabling our customers to select the coverage that suits your needs best, whether this is a dedicated Home Worker Support option to provide quick answers to customer queries, a full-time outsourced IT Help Desk whilst IT staff are re-prioritised on business enabling activities or an overflow service to an existing IT Help Desk to ensure user calls are answered promptly.

The IT Help Desk provides full support for Remote Workers and will make every attempt to perform any steps to assist your users in getting working from home:

- Resolving the incident
- Completing the service request
- Escalating it to the appropriate person or group for resolution and completion

The Intelligere Service Desk is designed, resourced and deployed with real world experience in mind our IT Service Desk utilises ITIL best practices to deliver consistent responses. End users receive friendly, knowledgeable support from experts with the capability to resolve incidents and fulfil requests at the first point of contact or within the shortest timeframe possible – reducing any impact on your business operations.

Why work harder than you need to? Get in touch today to discover how we can support you to deliver a truly exceptional end user experience.