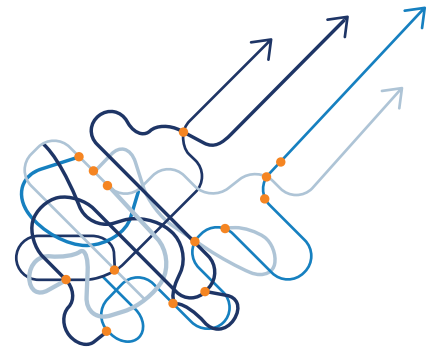


Guide Sheet: Service Desk

DYOPATH can help you take your Service Desk to the next level with our 100% US-based team of experts offering Tier I, II and III 24x7x365 services. Improve your service levels, enhance performance visibility, increase your support coverage, optimize your support costs, and grow your focus on innovation by outsourcing your service desk to DYOPATH.



Why Clients Choose DYOPATH for Service Desk Support

First Call Resolution

We have an 82% first call resolution. That means we're able to resolve our clients' questions or issues on the first call, with no follow-up needed. That saves them valuable time. The industry standard for first-call resolution is just 60%.

Shared and Dedicated Support Models

We offer a shared services model to leverage economies of scale and a dedicated services model for those clients that require dedicated personnel.

Single Point of Contact (SPOC)

The service desk incorporates SPOC as an ITIL best practice. We do not forward your issue or request to another resource. The SPOC remains in the loop until your issue or request is resolved.

Award Winning Service Desk

DYOPATH'S performance-driven approach delivers the most efficient and proactive Service Desk model available. The bottom line is that DYOPATH has the people, skills and certified experience to provide the support your organization needs, empowering you to concentrate on your organization.



Business Impact

Our Service Desk has an immediate impact to your organization. DYOPATH provides a central point of contact for all IT requests, drives a predictable cost model, ensures consistent call handling and eliminates operational distractions for leadership.



Exceptional Customer Service

We deliver a near-perfect 98% customer satisfaction rate based on our client surveys. That's far above the industry standard of 56%.



VIP Support

DYOPATH provides VIP support to a segment of our client staff. VIP issues and requests are treated as Priority 1.

Contact DYOPATH Today for your Service Desk Questions