MANAGED SERVICE DESK

Our managed service desk represents a perfect combination of an ITIL certified service and our experience of delivering a first class service to our clients across the globe for over a decade. Leverage our experience, exploit the benefits of Nearshore delivery and scalability we can offer to make the service desk one of the reliable towers of your business success.

What We Do

We provide IT service desk solution for both small-medium business and the enterprise environment. For over 10 years we have combined a multilingual well-trained helpdesk with renowned monitoring solutions, integrated with Soitron Support central system (SC).

How We Deliver

This unique ITIL based tool covers both tickets lifecycle management and CMDB. In addition to this, it serves as an access portal for clients' transparent overview of any ongoing trouble tickets or change requests. Moreover, a dedicated Soitron development team continuously innovates this platform to meet the highest industry standards. It is also easy to integrate with existing service desk platforms. As a result, the SC works in the backgound, and our clients continue using the service tool they are familiar with.

FLEXIBLE AND SCALABLE
MANAGED SERVICES OR STAFF AUGMENTATION

We know, that costs related to business processes in IT infrastructure can mount up and matter. Let us review your overheads set-up and choose a solution that will optimise your staff augmentation in bestshore cost saving locations, or to a fully managed service based on pay per action service catalogue.

WE DELIVER AS

Managed services

- We will analyse the load of your activities, measure the time-requirements and propose service catalogue with prices for corresponding activities
- The service will be managed based on SLA and KPIs
- Your dedicated Service Delivery Manager will be your escalation point and single point of contact. You will receive monthly/weekly SLA quality reviews, SLA KPIs reporting, efficiency improvements reporting, etc.
- The service will also include other roles as Teamleaders (people management), Technical Quality Leaders (SLA management, spot-checks, ITIL methodology owner)

Staff augmentation

- You will have flexibility to ramp up or down as your project needs requires
- Your dedicated Delivery Manager will provide you with
  - operations support, acting as your single point of contact for all procurement related topics described in the Statement of Work (invoicing, purchase orders, etc.)
  - staffing support, managing your shift coverage in various time coverage models (24×7, 5×8, follow-the-sun, US working hours), performance and disciplinary issues and training planning.
- Your dedicated HR Business Partner will manage the multi-lingual talent pool covering hiring, on-boarding, ramp-up status reporting, internal promotions and leaving interviews

TECHNOLOGY FRAMEWORK

- Case Exchange: In case you wish to use your own trouble ticketing tool, we will handle your cases in Soitron SC using the case exchange bridge to replicate the tickets in both systems
- Landesk or MS SCCM remote desktop management and in house developed support central
- Monitoring: we use HP OVO and HP NNMi network monitoring tools, as an alternative we can offer open source solution Zabbix
- Support Central: in-house developed, web based system running on ITIL principles, integrating:
  - SD / Trouble ticketing tool – integrating tickets from helpdesk, monitoring and directly from customer
  - Portal access for customer – direct access to own SLAs, tickets, creating and sending e-mail notifications to clients

TECHNOLOGY FRAMEWORK

- Recruitment tool integrated with carreers portals and social networks in 8 countries covering talent pool market of more than 100 million population
- Microsoft Dynamics AX allows us to manage our staff effectively
- Our own workforce-management tool set combines both shift coverege planning as well as attendance tracking
- Our dedicated training and testing (Pearson VUE and Prometric) centres will support you with on-premise and e-learning services

SOITRON*

HOW WE MANAGE

With Soitron you're in safe hands. We have invested in many company and team skills, quality, and best practice methodologies and are certified with the following:

ISO 9001   ISO 27001   ISO 20000-1

- Remote monitoring with Soitron Support Central (SC), an ITIL based tool that covers ticket management and CMDB
- This tool serves as a transparent client access portal and change request system & easily integrates with any existing service desk platform
- Our dedicated team will be fully skilled with the technology platforms to deliver
- Service Delivery is managed and based on industry best practices and in the ITIL methodology environment with - ITIL, ITSM and Six Sigma certified specialist
- Projects are delivered based on PMI methodology with, PMP, Prince or IPMA certified specialist

OUR CAPABILITIES

Soitron is a company built on Networking technologies.

We partner with the industry's leading technology companies in this space, enabling us to provide the most advanced, robust and quality service available. We do not chase badges to boost our list but have undergone through tests and evaluation to achieve the highest certifications and partner specialisations available on the market to not only meet but surpass our clients business requirements.

HP ServiceOne Specialist

LANDesk Expert Solution Provider

LANDesk Silver Certified Partner

Microsoft

SCCM

WHY SOITRON

IT BUDGET OPTIMISATION
Reduce costs by up to 40% - free up internal resource, increase productivity, improve service delivery, reduce downtime and faults.

NEARSHORE DELIVERY
Operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania, Turkey, geographical proximity, multilingual capabilities, cultural affinity, similar time zones and shorter traveling times. 5 top ranked delivery locations for offshore outsourcing based on Gartner report 2015.

FELEXIBILITY & SCALABILITY
Managed services or staff augmentation, ability to ramp up or down, change technology skillset to suit project demands, L1,L2,L3 support, various working time options ie 24x7 services, Soitron or client managed, flexible pricing structures.

IMPROVED SERVICE
Talented, qualified and experienced resources, highest partner accreditations and specialisations, decades of technical knowhow and service delivery, ITIL, PMP, PRINCE2, SIX SIGMA industry best practices, robust SLA'S & KPI.

SECURITY
EU delivery operations, ISO 27001, National Safety Board and NATO Security clearance and certifications, political stability, EU Data Security.

ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 650 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our comprehensive range of services and solutions cover:
Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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CLIENTS INCLUDE