Service Desk Optimization

Increase customer satisfaction and trust with a more streamlined and automated Service Desk

In the enterprise, the Service Desk is often the only point of contact between the Lines of Business and IT. It is therefore critical to be as effective as possible when planning, implementing, and maintaining the Service Desk function.

Windward's Service Desk Optimization Solution helps IT organizations streamline and automate client-facing support between IT and the Lines of Business. Our seasoned Service Desk team focuses on best of breed tools and integration with existing network platforms/systems to help your Service Desk run more smoothly while increasing customer satisfaction and trust in the IT organization. We evaluate all aspects of the service desk environment including requirements, people, processes, and tools to bring together the most useful and cost-effective solution that integrates IT with the business most appropriately. We base our solution on several services including service desk software, knowledge management functions, visualization and reporting, and the training required to ensure staff understand the most effective way to work within the service desk.

Service Desk Optimization Solution Offering

Windward's Service Desk Optimization Solution offers the following comprehensive set of services:

- **Architecture Design and Implementation** – Develop a service desk optimization roadmap that prioritizes tasks to redesign, consolidate, and roll out service-desk functionality.

- **Training and Documentation** – Assess current knowledge and documentation and make recommendations to bridge information gaps and better use and standardize the service-desk function.

- **Software Evaluation and Consolidation** – Evaluate the enterprise to ensure that the organization is using the optimal blend of people, process, and technology to provide a synchronized, integrated service-desk solution that meets both IT and business requirements.

- **Knowledge Management** – Improve retained information to resolve incidents and problems more quickly by creating or enhancing the knowledge management function.

- **Metrics, Dashboards, and Reporting for IT Services** – Identify key service-based metrics and quickly deliver advanced visualization via dashboards and reports to improve the operational environment and facilitate decision-making.

WINDWARD
IT SOLUTIONS

Strategic thinking. Real-world results.

Service Desk Optimization

How Windward helps Clients

- Leveraging our broad product experience and deep technical expertise, Windward works with all of your stakeholders to define requirements, processes and integrations for new service desk solutions, helping you to **ensure your IT strategy is in line with business objectives.**

- Windward's expertise helps your IT organizations migrate from home-grown or outdated service desk software to a commercial, off-the-shelf (COTS) solution based on IT Infrastructure Library(ITIL®)-based **best practices to standardize support and delivery into efficient, repeatable processes.**

- Windward works with key stakeholders and customers to clearly identify requirements, assess overlaps and gaps in service desk functionality, and define a roadmap to a single, **unified and more streamlined service desk that runs more smoothly and cost-effectively.**

- Using available data, Windward can help you collect, analyze, and populate data into an authoritative Configuration Management Database (CMDB), which is leveraged to prioritize incidents and **resolve problems more quickly.**

- Windward delivers appropriate visualization solutions that enable real-time incident status verification of service availability and outages as well as reports for baselining IT service desk effectiveness and efficiencies. Improved visibility means you can address problems more quickly and meet critical IT service delivery agreements, thus **improving service quality and customer satisfaction.**
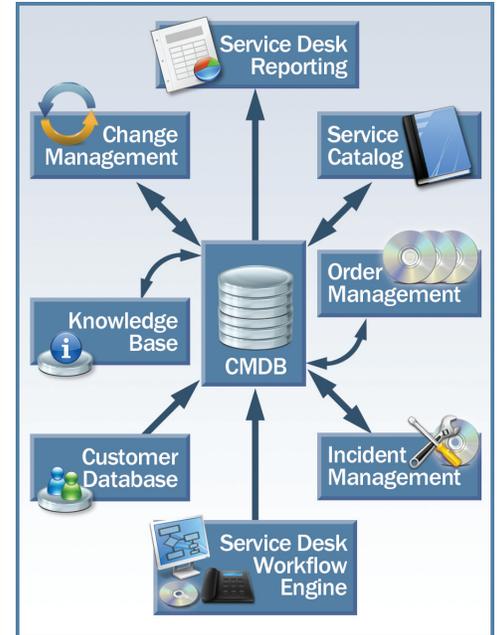
Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the 'go-to' BTM expert for our clients.

About Windward

Since 1997, Windward IT Solutions has remained at the forefront of BTM and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world's most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise, and our proven Windward BTM Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core BTM disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

Contact Us

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