

Outsourcing Service Desk

A Pride Solutions oferece soluções ideais de service desk para seu negócio, seguindo todos os guias e melhores práticas de mercado, completo e flexível as necessidades de cada empresa.

Temos uma equipe especializada em todos os níveis, ambientes e plataformas utilizadas atualmente. Utilizamos metodologias de controle **Cobit** e **ITIL** para gestão dos serviços e seguimos os **padrões de qualidade** do mercado.



Service Desk OffShore completo com atendimento do primeiro nível ao nível especialista utilizando das melhores praticas em gestão de serviço e atendimento Service Desk



Sua central de atendimento com telefonia integrada, URA, Ferramenta de gestao de chamados proporcionando melhoria na agilidade, qualidade e satisfação do atendimento e redução de custos



Seguindo as metodologias de atendimento e agilidade de nossa equipe de atendimento garantimos o nível máximo de satisfação do seu cliente final

Service Desk Pride Solutions Oferece:

- Uso de ferramentas robustas e totalmente amigáveis ajudando no retorno de satisfação, agilidade no atendimento e gestão
- Atendimento telefônico 24/7 em todos os níveis de atendimento
- SLA Competitivo
- TMA Baixo
- Service Desk *Onshore, Offshore e Nearshore*
- RACI completa conforme exigências e padrões de Mercado
 - ✓ Incident Manager
 - ✓ Problem Manager
 - ✓ Event Manager
- Equipamento de telefonia Moderna Cisco e Siemens
- URA Moderna e com alta disponibilidade
- Equipe de Quality medindo e certificando mensalmente o atendimento de nossos clientes
- Serviços de logística para compra e movimentação de equipamentos para os atendimentos em campo.
- Treinamento técnico aos usuários finais

Field Services | Alocação de Recursos

A Pride Solutions oferece atendimento Field Services dispondo da gestão e controle de manutenção e suporte técnico de todos os **ativos de TI**, alocação de profissionais especializados e monitoramento operacional.

- ✓ Suporte Técnico de campo
- ✓ Diagnostico avançado de campo
- ✓ Administradores Sr. em Redes
- ✓ DBA Oracle e SQL
- ✓ Sharepoint
- ✓ Analista especializado em Citrix
- ✓ Analista especializado em Segurança da informação
- ✓ Administradores Windows Server
- ✓ Administradores Unix/Linux
- ✓ SAP Basis | SAP Funcionais e desenvolvedores ABAP
- ✓ Desenvolvedores .NET, JAVA, Perl
- ✓ Desenvolvedores Front-End
- ✓ Analistas especializados IDM | GRC

Should You Outsource Your Help Desk?

Who's running your help desk? Outsourcing can solve several IT problems -- reducing costs and providing a quick route to mobility management. But beware: Outside contractors don't always deliver the help or results you need.

Many IT managers dream of turning their in-house help desk over to an outsourcing provider. Others fear it's the worst thing that can happen. In the new bring your own device (BYOD) era, it's a more consequential decision.

In the boardroom and executive suite, the notion of unloading a significant portion of IT operations onto a third party spurs fantasies of major cost savings that will boost the bottom line. Many CIOs imagine outsourcing the help desk will let them repurpose their IT teams and resources toward higher-order work more focused on the core competency of the business. They even contemplate handing routine projects, such as desktop upgrades, to the help desk outsourcer, freeing up even more resources.

Other top IT executives have more troubling visions of disappointing service, unhappy end users, revolts in the IT department and intangible costs that undermine the supposed efficiencies help desk outsourcing might bring. Deeper in the IT organization, help desk outsourcing is often viewed as an outright nightmare. The greatest fear is that top management will initiate major layoffs to immediately realize savings, while lesser concerns include having to mop up behind shoddy third-party work.

Each of these dreams is grounded in reality. How an organization handles the decision of whether to use a help desk outsourcer and goes about finding one and then creating and maintaining the relationship all determine which type of dream comes true.

Should You Outsource Your Help Desk?

IT outsourcing is a huge category, and the help desk represents only a small but significant part of it. Other forms of IT outsourcing can include turning over entire datacenters to a third party, or perhaps limited to portions that may cover enterprise applications and networks. Help desk is frequently one of the first services companies will outsource, and sometimes serves as a pilot for follow-on outsourced services. It's also important to note the often blurry difference between outsourcing, which simply means an outside party is providing a service, versus offshoring, which specifically means the service is being provided by an overseas company, presumably with substantially lower labor costs.

At the same time, the cloud is interfering with traditional definitions of outsourcing. Desktop as a Service (DaaS) and other types of cloud-based virtual desktops represent new avenues for non-traditional players to offer services that overlap with the traditional help desk. Gartner Inc. has acknowledged as much in its most recent "Magic Quadrant" report on the topic. Gartner's influential "Magic Quadrants" place vendors along x and y axes to show the relative strength and breadth of various players.

In its 2013 report, Gartner consolidated the Desktop and Help Desk Magic Quadrants to reflect the changes in support services. In the text of the report for the quadrant that Gartner is now calling the "Magic Quadrant for End-User Outsourcing Services, North America," Gartner analyst David Ackerman and two colleagues pointed to the biggest sources of evolution in the category.

"A changing workforce model, which is more mobile and more virtual than ever before, will continue to challenge traditional working models and IT services delivery approaches," noted Ackerman and co-authors William Maurer and Bryan Britz. "The net impact will be greater demands on service desk functions and continued growth in mobile device support. These factors will also drive growth in cloud printing services and cloud storage. We see BYOD accelerating... rapidly in North America during the next three years."



The Pride IT Solutions as one of the largest companies providing IT management services. The company is a pioneer in the market as regards IT Service management process using ITIL as best practices Market such as Incident Management, Problem Management, Change Management, Configuration Management, Service Level Management, Service Catalog, Request Fulfillment and others.

We are ready to offer to our prestigious customers the best product to manage their IT.

pridesolutions