

MOVE TO



THE SMART
WAY TO
SERVICE DESK
OPTIMIZATION

IMPROVE

H&D SMART SERVICE DESK OPTIMIZATION

The challenges facing those in charge of the service desk are usually similar, but nonetheless very special for each IT organization.

How can the service desk improve the external presentation and perception without crossing the financial limits? Is there a need to expand the technology or personnel, or will training do the job? The quality and performance need to be improved in conjunction with the business requirements. But what can a continuous improvement process look like?

Your questions will be answered with our tried-and-tested action model.

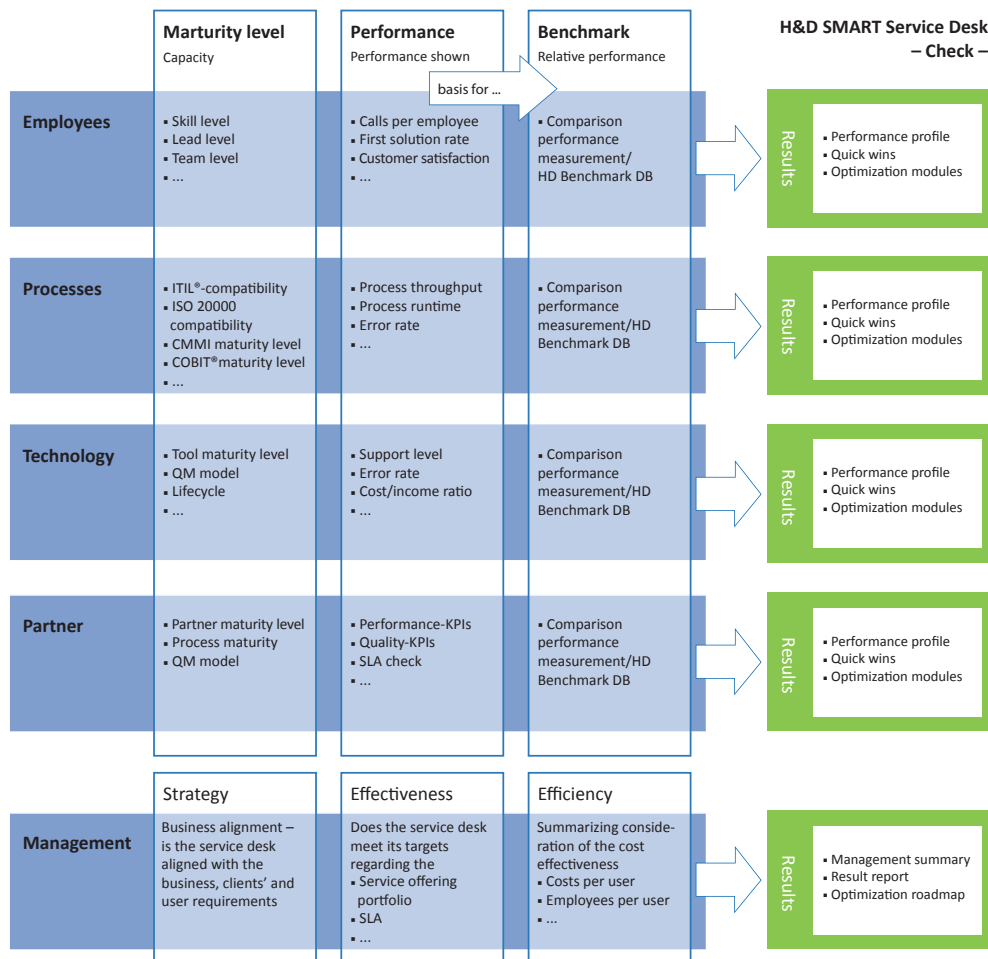
Benefit from our experience gained in ca. 1,000,000 person-days in management and operation, as well as with ca. 100,000 managed clients.

How good is your service desk – how good are the others?
IT service units? We apportion the blame.

Because of the central function of a service desk many factors impair the performance. Standardization boosts the quality of every service – the IT technologies thus also need to be an essential part of the considerations.

Our action model:

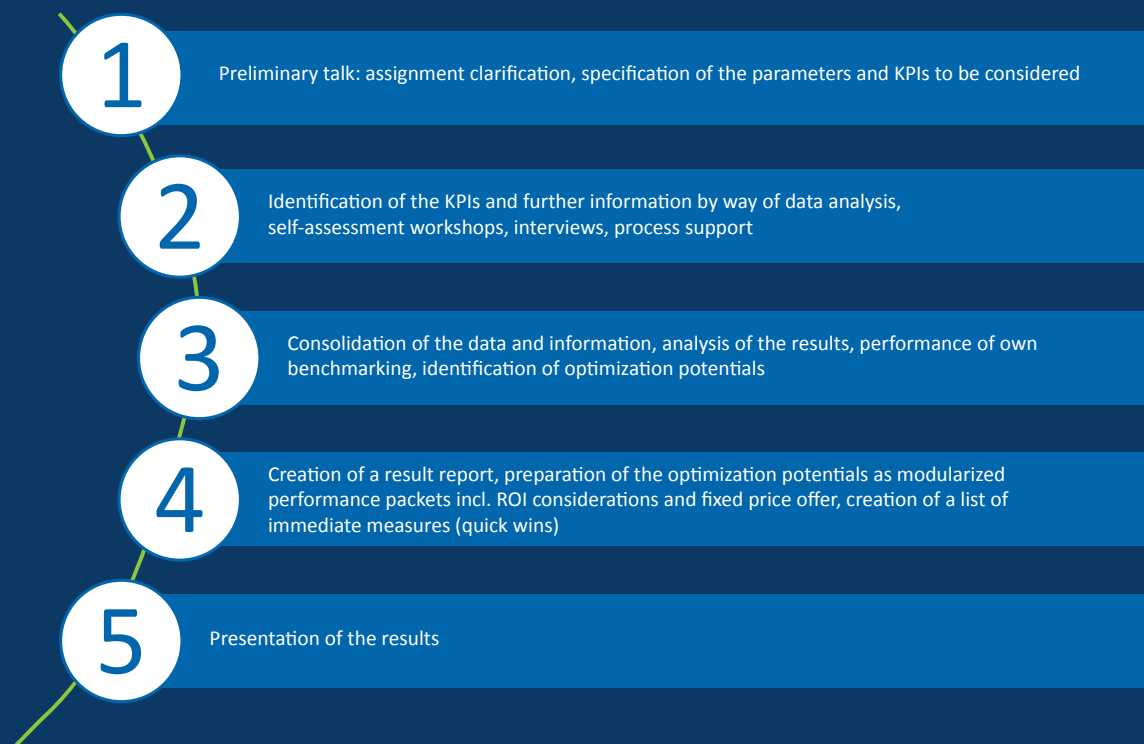
The action model is based on our H&D Smart Check. We tell you where exactly you stand!



The results answer the following questions:

- Where do you stand in comparison with others?
- Which measures guarantee immediate benefits for you?
- What can we do for you?

This is how we go about it:



You know where you stand, and now?

We develop a road map which is specifically tailored for you!

- Module-based implementation
- Planning certainty through guaranteed fixed price
- Project control and transparency
- Tangible, measurable improvements in the performance

One is never really finished ... but we will also not turn it into an endless project: our project targets amongst others include enabling your employees to continuously improve the quality of the service desk independently.

Our experts will gladly advise you!

Benefit from our experience and identify the options for optimizing your service desk jointly with us.

Make an appointment for an initial interview at consulting @hud.de

Initial interview ✓
Fixed price offer ✓
» Financial planning certainty!

H&D International Group
Hönigsberg & Düvel Datentechnik GmbH
August-Horch-Straße 1
38518 Gifhorn
Germany

Tel. +49 5371 960-0
www.hud.de
consulting@hud.de

Date of issue: 03/2011