

IT CONSULTANCY  
SUPPLY  
INSTALLATIONS  
**MANAGEMENT**  
DEVELOPMENT

## More than just a IT Help Desk

The Internet Group considers their efficient Service Desk to be the central point their business. They take pride in providing high level service to their clients on a day-to-day basis. The team of over 35 technical support engineers proactively monitor and own incidents to avoid disruptions to their client and keep clients/users informed of all relevant service events, actions and service changes that are likely to affect them. Our IT Service Desk is supporting businesses 24 x 7 x 365, and with an average response time of just 12 minutes.

## IT Service Desk

### Our Service Desk objectives:

- Providing a single (informed) point of contact for clients
- Facilitating the restoration of normal operational service with minimal business impact on the client within agreed SLA levels and business priorities.

### Our Service Desk functions:

- Receiving calls, first-line client liaison
- Recording and tracking incidents and complaints
- Keeping clients informed on request status and progress
- Making an initial assessment of requests, attempting to resolve them or refer them to someone who can
- Monitoring and escalation procedures relative to the appropriate SLA (service level agreement)
- Identifying problems
- Closing incidents and confirmation with the clients
- Coordinating second and third line support

## About us

If you view IT as an investment – rather than a cost – you'll be looking for a strategic IT partner that thinks in the same way. Supporting UK and international businesses 24 x 7 x 365, The Internet Group is based in London, with co-location facilities in Birmingham and New York. Our team is composed of over 35 Microsoft and Cisco trained professionals, and in 2010 we were named as the "IT Service Excellence Supplier of the Year" by the Service Desk Institute.

the  
**internet**  
**group**

"IT Service Desk is supporting businesses 24 x 7 x 365, and with an average response time of just 12 minutes".



We offer a tailored solution structure to fit the needs of your enterprise. Please call us free today on

**0800 007 5797**

to speak to one of our qualified consultants.

[www.theinternetgroup.com](http://www.theinternetgroup.com)

