



G L O B A L

Help Desk Services

# **CHECKLIST: HOW TO SELECT THE RIGHT HELP DESK OUTSOURCING PARTNER**

# CHECKLIST:

## 10 KEY ITEMS TO CONSIDER

### When Hiring an Outsourced Help Desk Partner

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**Improved Customer Satisfaction:** Consider how your help desk partner is the right 'face of IT' in which all of IT will be measured upon. Additionally, consider how the partner manages availability issues and identifies a quick resolution to keep your internal and external customers satisfied.

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**Maintain a Continuous Improvement Program:**

Ensure your help desk provider has a continuous improvement program in place to monitor what is working well, what can be improved, and that they have a process in place to fix any issues.

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**Guaranteed Service Levels:** Ensure your help desk partner has guaranteed Service Levels in place, and they are willing to be financially penalized if they don't meet their dedicated Service Levels each month.

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**Continuous Training:** Partner with a help desk organization who continually upskills their teams to know the latest tools, best practices, and tips to keep your help desk working most efficiently and effectively.

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**Leverage a US Team 24x7x365:** Your help desk partner should be employing a US team to maintain customer service levels and provide the best experience to your customers.

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## 10 KEY ITEMS TO CONSIDER

### When Hiring an Outsourced Help Desk Partner

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**Provide White Label Service:** Partner with a help desk organization that will provide service to your internal and external customers under your company name to ensure a seamless and branded experience for your customers.

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**Detailed Reporting:** Reporting is a key part of the process. Make sure your help desk partner is providing you with comprehensive reporting including: Category Breakdown Reports, Customer Satisfaction Ratings, Monthly Incident Details, Service Level Reports, and ACD Reports.

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**Help with New Technology Rollouts:** New technology and rollouts add stress to scarce help desk resources, coupled with the company growing and expanding faster than the help desk can service effectively. Make sure you partner with a help desk organization who is trained to work with your company on new technology rollouts to ensure the best experience for your customers.

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**Expanded Coverage:** Find a help desk partner that will help your team expand your coverage hours without having to increase your internal headcount.

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**Minimize Staff Turnover:** By outsourcing your Tier 1 and Tier 2 support tickets, you are providing your internal staff with opportunities to manage larger projects, keeping them happier and more engaged, which will decrease turnover.



**DO YOU WANT TO SPEAK WITH  
A HELP DESK EXPERT?**



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