

# Multi-lingual Remote Technical Service Desk



## The Multi-Lingual Service Desk is ideal for businesses:

1. Requiring multi-lingual IT based service support
2. Looking to improve their international end user experience and drive productivity
3. Requiring consistent contact and ownership for faster ticket resolution
4. Looking to reduce the complexity of multi-lingual IT based service requests
5. Wanting to refocus their IT staff on challenging, business critical tasks and projects
6. Without dedicated technical staff to deliver end user IT requests

## Features:

- Multi-lingual remote IT support delivered from the UK, Europe and South Africa
- An experienced and knowledgeable team, ensuring fast onboarding and a smooth transition
- Based on the latest ITIL framework, providing an efficient and cost-effective service
- Documented client specific rules of engagement, including priority support for key staff
- A maintained knowledge base of known technical issues to enable swift resolution times

## Supporting your global IT users

We know that it can be a challenge to access reliable technical support in local languages, which is why we have created our multi-lingual service desk.

*Let us seamlessly manage and resolve your multi-lingual IT based end user service requests and release your IT team to focus on your business.*

## Multi-lingual Remote Technical Service Desk

Viadex manages and resolves IT based end user service requests in multiple languages for globally dispersed business. Our managed service helps reduce overheads, improve efficiency and provide a better end user support experience to enable your business to concentrate on what it does best.

*Our range of Managed Services builds on our 24x7 technical expertise, service consistency and flexibility across multiple technologies, services and geographies.*

From monitoring events in your datacentre and managing your hybrid environment, to monitoring, managing and securing your intelligent end user digital workspaces, we can assist and improve the operation of your technology environments. Underpinned by our Global IT Service Desk, using IT Service Management and ITIL aligned frameworks, the service is operated by our highly skilled technical customer service agents.

**Call +44 20 8739 1000 to find out more or to book an appointment with one of our experts.**