



**viadex**<sup>®</sup>

Outsourcing



# Viadex Global Service Desk

**Outsource your global IT service support to enable your teams.**

Improve your international end user experience, refocus your IT staff on challenging, business critical tasks and projects to drive revenue growth and productivity.

We know that it can be a challenge to access reliable technical support in local languages, our solution uses IT Service Management and an ITIL aligned framework operated by highly skilled technical customer service agents.



## Viadex Global Service Desk – At a Glance



### Who is this for?

- Mid-market and enterprise organisations with distributed teams
- IT leaders seeking consistent global support without expanding headcount
- Businesses needing multilingual assistance and reliable escalation into leading vendors

### Key Benefits

- Always-on coverage: 24x7x365 support for incidents, requests and changes
- Happier users worldwide: Multilingual assistance that reduces friction and downtime
- IT focus restored: Free internal teams to deliver high-impact initiatives
- Best-practice operations: ITIL-aligned processes with clear SLAs and reporting
- Deep vendor alignment: Rapid escalation into strategic partners for faster resolution

### What We Support (Technology Coverage)

- End-User Support: Troubleshooting, productivity and endpoint issues
- Network Infrastructure: LAN, WAN, SD-WAN and network health
- Microsoft Azure: Cloud infrastructure, workloads and optimisation
- Microsoft 365: Collaboration, productivity and security services
- Cato Networks (SASE): Secure global connectivity
- Fortinet: Network security and firewall solutions
- VMware: Virtualisation and datacentre technologies

*Don't see your stack? We'll confirm scope during onboarding and expand coverage where needed.*

## How We Operate

- Follow-the-sun model: Regional presence enables seamless handover and true 24×7 continuity
- Proactive + reactive blend: Monitoring and alerting reduce impact; skilled engineers resolve issues quickly
- Clear escalation path: Tiered response (L1/L2/L3) with vendor engagement where appropriate
- Knowledge-driven: Shared runbooks and a living knowledge base speed time-to-resolve
- Governed by SLAs: Response and resolution targets tailored to your environment

## Service Performance (KPIs we manage)

- Average response time and SLA adherence
- First-call resolution (FCR) rate
- Customer satisfaction (CSAT)
- Mean time to resolve (MTTR) and mean time to restore (MTTRs)
- Incident trend and root-cause analysis (RCA)

*Targets are defined with you in the Service Level Agreement and reported regularly.*

## Onboarding & Transition

- Discovery & Scope – Environment review, priorities, and success measures
- Runbook & Access – Documented procedures, tooling integration and secure access
- Pilot & Prove – Limited-scope pilot to validate workflows and SLAs
- Go-Live & Stabilise – Full rollout with hypercare, then steady-state operations

## Client Experience

- Dedicated service delivery management with regular reviews and roadmap planning
- Transparent reporting across KPIs, SLA performance and improvement actions
- Tailored onboarding for new sites, teams and acquisitions
- Named account management for commercial and strategic alignment

## Security & Governance

- Access by least privilege and role-based controls
- Change control aligned to ITIL practice
- Audit-ready reporting on requests, incidents and changes
- Data handling that respects your policies and regional requirements

## Why Viadex?

With global coverage, multilingual expertise, and deep vendor partnerships, Viadex's Service Desk is built to provide a seamless experience for end-users and IT teams — ensuring issues are resolved quickly and infrastructure is always running at peak performance.



## ABOUT VIADEX

Viadex combines global expertise with local knowledge to deliver customised, cost-effective IT solutions. Understanding that every business has unique challenges and goals, Viadex takes an end-to-end approach to tailor solutions that align perfectly with your objectives and operational needs.

With Viadex, IT is never one-size-fits-all – it's designed specifically for you.

**Smart Sourcing** - Our local expertise combined with global efficiency helps us source the technology you need, at the right time, cost, and location. This ensures seamless delivery and compliance wherever your business operates.

**Seamless Deployment** - We can deploy and install your IT solutions, as our aim is to have every project delivered smoothly and integrated flawlessly into your systems.

**Ongoing Support** - Our job doesn't stop after deployment. We provide you with ongoing support, monitoring, and updates to keep your IT department performing at its best.

