



# AGGRAVATED BY YOUR CURRENT SERVICE DESK ?

SEE HOW TO RESOLVE THIS ...FAST!

Your service desk is perhaps the most important aspect of your IT department. It is also a major component that keeps your company's overall operations running smoothly and efficiently. When inefficiencies strike your service desk, it can cause a number of serious problems that could result in a total breakdown of customer service and staff effectiveness.

There's plenty of good reason for your IT department to be flummoxed by your current service desk. You can only imagine the amount of time, money and aggravation your IT department can save by effectively resolving your current service desk issues. In most cases, you may not have to go as far as searching for service desk software reviews. Whenever that happens, it indicates a need to completely overhaul your service desk.



# Resuscitation vs. Optimization

## Service Desk Issues

Your current service desk can suffer from a wide range of problems that can interfere with optimal flow and overall efficiency. One of the most common complaints that clients have with over-taxed help desk applications is extreme in user apathy and staff burnout. Both cases are often the result of inefficient processes and extreme overuse of resources. Such problems are endemic to a help desk that requires resuscitation or optimization.

Pinpointing the problem of any inefficient helpdesk is relatively simple compared to finding and implementing a workable solution. Service desk software reviews are only one part of finding a

workable solution towards relieving the problems that often plague mature help desks. It takes quick action and a logical understanding of underlying issues to successfully resuscitate or optimize your current help desk.

A help desk assessment tool can play a vital role in evaluating the current state of your service desk resources. These include the processes your service desk uses, the personnel behind them, and the technologies used to implement said resources. Assessment tools can also help your IT personnel determine the current state of the existing service desk environment and identify its optimal maturity level.

If your current service desk is nearing the point of failure, you must act quickly to implement a campaign of resuscitation or optimization. Optimization of your service desk can help transform it into a more responsive entity. When your service desk is optimized, it allows your IT team to quickly locate and eliminate root causes of inefficiencies and other issues. Your service debt structure will also develop a greater incident capacity thanks to faster response and resolution times. It also allows staff to become proactive and tackle service desk issues before they can turn into major problems.

Resuscitating your service desk infrastructure can also help restore both

user and staff satisfaction. These efforts often result in improved morale among staff members, since they can work more efficiently with increased productivity. Improved staff morale often results in a happier service desk. Resuscitation can help reduce the likelihood of staffing issues that often lead to aggravation and burnout among service desk personnel.

IT personnel should refrain from turning to service desk software reviews at this juncture. The decision to resuscitate or optimize the service desk must be weighed out before searching for more capable On-Premise or SaaS-based solutions for improving service desk performance.



# Making a Decision

**A**t this point, you have two choices you can make to resolve issues with your current helpdesk. You can either resuscitate your service desk using targeted solutions that get to the heart of service desk infrastructure issues or choose to optimize your service desk by identifying processes and technologies that require overhaul or complete transformation. Either decision should come after properly evaluating the current state of your company's service desk against your company's present needs.

**S**ervice desk software reviews can help IT departments find the best service desk and support ticket solution for their needs. There are a wide range

of options that are available on the market today. Narrowing down these options should be one of the first tasks of any IT professional charged with implementing this solution.

**K**eep in mind that some of the solutions are better suited to specific types of operational environments. Some help desks work best in small and medium-sized businesses and universities. Other solutions are intended solely for small business owners and may not be suitable for large-scale utilization. When searching for the right service desk solution to implement, IT department should keep these variables in mind.



## Service Desk Software Needs

**O**n-Premise or SaaS-based solutions must be effective for all users, from employees who utilize the service desk on rare occasions to front-line support staff and power administrators. Attributes that make service desk software tools extremely effective include ease of use

provided through a Web-based interface, scalability according to user base growth and simplicity in upgrading tools to match future needs or projected growth. Effective service desk software reviews can help you find the right service desk solution for your IT environment.

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