



The CIO's Guide to Finding a Service Desk Provider

Do You Know What to Look For?

This checklist will help you choose a vendor that provides efficient support services designed to minimize disruption, bring discipline to your support environment, and improve end-user satisfaction.

Does the vendor have a methodology for increasing First Level Resolution (FLR)?

Without a methodology to continuously increase FLR, solvable incidents will continue to route to your Tier 2 resources. If they have to handle these incidents, it takes them away from more strategic initiatives.

Does the vendor provide shared resources or dedicated resources?

When agents are tasked with supporting too many accounts, quality begins to decline. Using a mostly dedicated model during the day and shared resources only when contact volume is much lower provides a good blend between quality and expense.

Does the vendor leverage ITIL?

ITIL is a framework of best practices for delivering IT services. ITIL's systematic approach to IT service management can help businesses manage risk, strengthen customer relations, establish cost-effective practices, and build a stable IT environment that allows for growth, scale, and change.

Does the vendor supplement their live agents with 24x7x365 omni-channel capabilities?

Voice, email, chat, text—and the list goes on. These are the dynamic demands of today's hybrid workplace. Find a vendor that can provide seamless support options for all IT-related questions, incidents, and requests.

Does the vendor have the ability to quickly scale with an increase in contact volume and still achieve SLAs?

Contact volume is not static. There are ups and downs. Are you paying for more contacts than you should when volume is low? Is your vendor able to provide predictable costs when contacts per month go up temporarily?

Does the vendor integrate their processes into yours?

Some vendors have standardized their processes in order to reduce costs and require their clients to change their internal processes to conform with the vendor's processes.

Does the vendor have a quality control process to continuously maximize productivity and improve end-user satisfaction?

It takes time and effort for supervisors to maintain a standard level of service by agents. Does the vendor have a process for contact reviews, real-time queue monitoring, and weak agent performance reviews?

If you need additional assistance with your vendor assessment, CTG is here to help. Reach out to our expert today.

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