

SERVICE DESK OFFERING

Taos' Service Desk in Boise, Idaho provides a compelling and cost-effective alternative to in-house or offshore services. Our Service Desk Management Team comes with experience managing 17,000 tickets a week combined with a commitment to provide excellent customer service. Our proven methodology allows us to drive operational efficiencies resulting in increased user satisfaction, higher first touch resolution and lower ticket volumes.

Our Solution:

- **Flexible solution** that can scale and adjust with your ever changing business needs
- Acts as a **single point of contact** for your global end user requests
- Provides on demand **remote phone support and self service capability** for users to log their own tickets
- Knowledge base that allows users to **access self service information**
- **Standard support processes** for Service Desk
- Delivers root cause analysis to **drive ticket volume down** and increase productivity
- Provides standard **metrics and reporting**
- Utilizes **ITIL best practices** to ensure consistent quality and efficient problem resolution
- Option to **add on full-time, dedicated, onsite desktop support** staff for large U.S. locations requiring more than on-call remote resources
- Offers **competitive pricing**

What every CIO and IT Manager should be asking themselves about their Service Desk:

- Is my cost per ticket rising?
- How can I reduce the cost of my service desk?
- How can I increase customer satisfaction with my service desk?
- Is my support model ready to scale with the growth of my business?
- How much time do I spend dealing with service desk related issues?
- Is my service desk achieving a 1st touch resolution of 70% or higher?

Why Boise?

- The Milken Institute ranks Idaho among the 10 Western states with the lowest overall costs of doing business — nearly a third lower than in California.
- The Boise Valley has a workforce of more than 280,000 and is rife with excellent talent from nearby technical schools and colleges, including Boise State University.