

# Service Desk

## People's Experience Matters

In fact, it's at the heart of everything we do.

Get IT issues sorted quickly by our super friendly team, so your people can get on with what they do best, whatever the time and wherever they are in the world.

Our customers say it best, our (amazing) **Customer Satisfaction scores are consistently above 90+..**

## What to Expect



### UK Based 24/7 Support

Call or raise a ticket on our intuitive ServiceNow platform. Our friendly team are here for you 24/7.



### Swift Incident Management

We'll fix your problem on first contact, but if we can't, we won't stop until it's sorted.



### Easy Request Resolution

Need a new mouse, headset, or SharePoint access? We treat your users' requests quickly and efficiently.



### Extensive Knowledge Base

Every agent offers the most up-to-date solutions, so your employees get the best experience whoever they talk to.



### Efficient Problem Management:

Our experts find recurring incidents and work with our technical teams to find solutions to stop them happening again



### Joiners, Movers & Leavers:

Let's find the right process for your business so new kit just works and leavers access is removed fast.



### Proactive Issue Prevention:

Monitoring events 24/7, catching any issues early to keep your systems running smoothly



### High Standards & Service

Company ISO accreditations and ITIL training for all our service desk agents to maintain industry best practice.

## Included as Standard



### Cyber Security

It's a must in today's environment, so we include cyber security as a standard. Our service desk proactively monitors your tenant for potential risks to keep you one step ahead.



### Service Management

Every customer gets a dedicated service manager who provides full transparency about service performance, efficient incident resolution and continuous improvement



## Your Outcomes

### Reduced Downtime

Swift incident management means your IT issues are resolved quickly to keep your operations smooth and productive.

### Improved Productivity

With 24/7 support and fewer disruptions, your team can focus on what they do best.

### Happier Employees

Our friendly, personalised approach offers quick and easy solutions to the end-users IT issues.

### Cost Savings

By proactively managing issues and reducing major incidents, you can avoid costly downtime and repairs.

## Ideal for Your Business

### Large-Scale IT Support

If you have a growing team and increasing IT needs, our Service Desk can scale with your business to ensure everyone gets the support they need.

### High Incident Volume

If you experience a high volume of IT incidents, our Service Desk can handle it, allowing your in-house IT team to focus on strategic projects

### Remote and Hybrid Workforces:

With employees working from various locations, our 24/7 support ensures they always have help when they need it

### Security Compliance:

For businesses with strict security and compliance requirements, our ISO-certified processes and robust security measures keep your data safe



## People and Planet First

### IT Naturally is proud to be a B Corp.

A Managed Service Provider changing the face of the MSP market by putting people and the planet first.

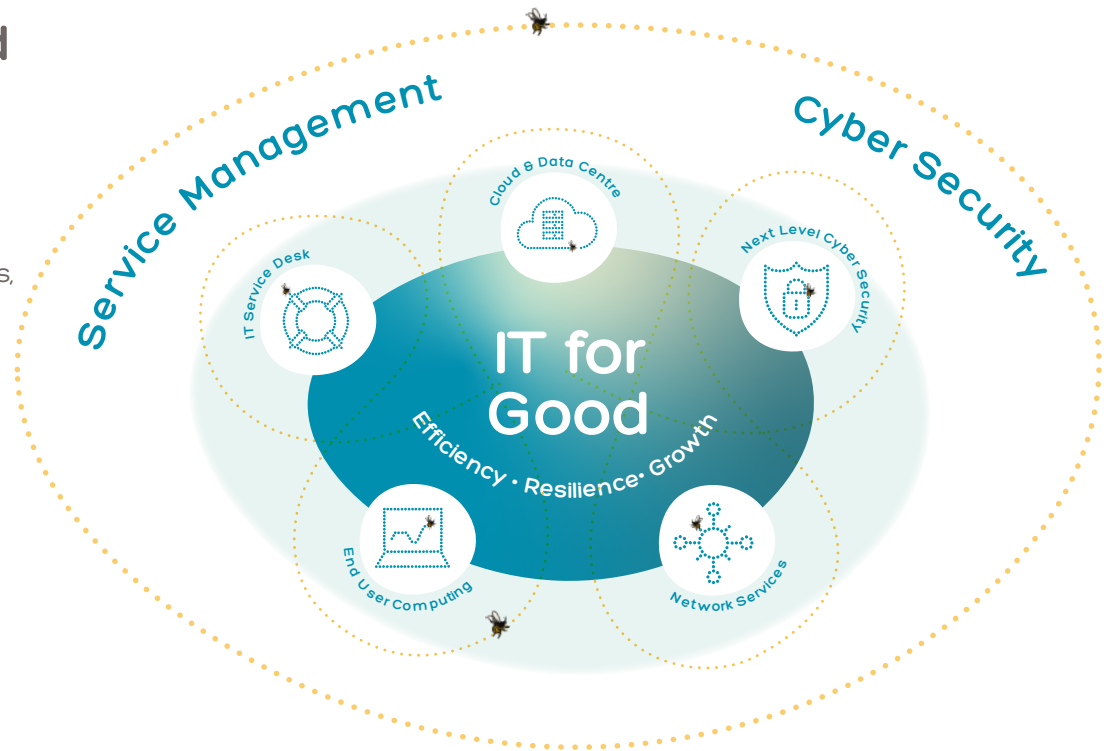


The real measure of our success is your team being able to forget about IT. Because when we're your MSP, it just works.



## Your IT Sorted

As your strategic partner, IT Naturally helps you find the right-fit solution for your business. Our tailored services work together to drive you towards your goals, making sure everything is aligned for success.



## Reasons to choose IT Naturally



**We Care:** As a B Corp, we put people and the planet first. We understand that behind every laptop is a human that needs to be productive, and that you care too, so let's be a force for good together.



**Proactive Partner:** We'll get to know your business goals, so we can predict your changing IT needs as you grow.



**Expert Help:** Our skilled IT team handles all your team's tech needs 24/7 so you can get on with your job.



**Business Growth:** We take care of the day-to-day IT tasks, so you can focus on the strategic stuff that moves the needle.



**Amazing Service:** We're dedicated to the end. Continuous learning, quality certifications and high CSAT scores mean you can trust us to get the job done.

Ready to enjoy not talking about IT?

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- [ITnaturally.com](http://ITnaturally.com)