

# GLOBAL SERVICE DESK as an Offshore Outsourcing Strategy

Helping IT departments to increase value through global integration and outsourcing of service desk

With the lack of streamlined IT functions, increasing global competition for IT talents, and new adoption of working culture and lifestyle, it becomes imperative for large and medium-sized corporations with IT service departments to make the necessary shift and go beyond business-as-usual in embracing the increasing need for digitalization.

Global service desk is one such trending shift that corporations are now strategically and tactically moving toward to in the management of frontline engagements for all IT support and maintenance activities in tandem with company-wide digitization and business automation implementation plans.

In lockstep with digitization trend and strategy, ABeam Consulting offers our global and centralized service desk as an essential foundational and integrated services to long-term digital transformation roadmap implementations. We seek to grow symbiotically with our clients' IT growth plans and deployments to deliver best in class services. Our collaborative partnership with local and global clients have seen benefits in the enablement of service management, convergent support engagement, establishment of structured service deliveries, and fulfillment of first-contact and tier one resolutions.

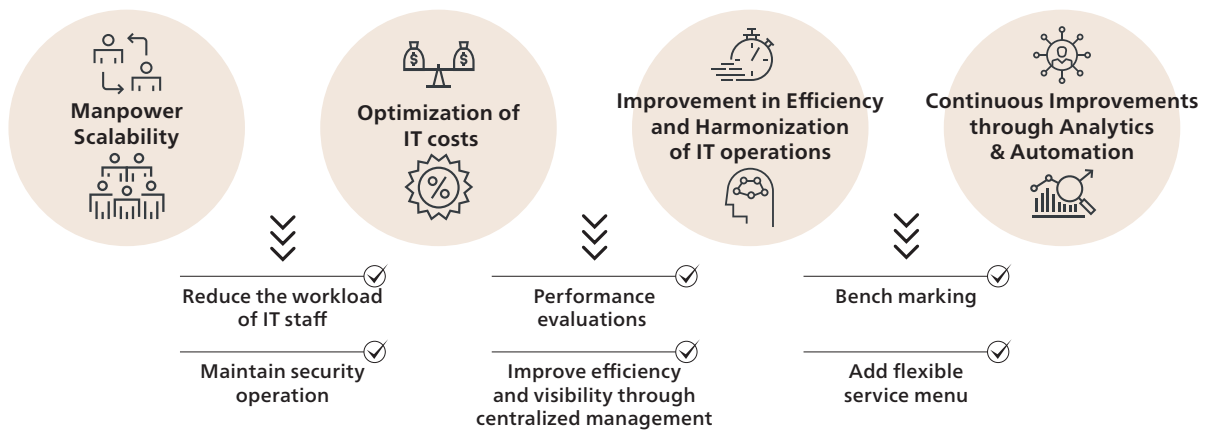
## COMMON CHALLENGES EXPERIENCED BY IT DEPARTMENTS ON GLOBAL LEVEL

- Disparate processes of different region or country causes tedious global consolidation and time-consuming on reporting
- Separate tool ownership and resources escalates unnecessary labor and administrative cost, and license spending
- Corporate audit or quality assurance lacks effectiveness and accountability with multiple IT ownerships
- Less resiliency owing to high IT attrition staff with slow-moving replacements

## ABeam Consulting SERVICE VALUE AND PROPOSITION

ABeam Consulting offers more than a major shift in IT cost ownership as we help take over various task loads such as talent shortages, and operational tasks and long hours service coverage away from the hands of our clients. Operating from a centralized location with a non-stop coverage global outfit, ABeam Consulting offers a continuous single contact point for all first line IT support communications and contacts ensuring consistency and standardization across separate business entities or line of business. Leveraging from our extensive implementations across different corporate cultures, ABeam Global Service workforce is adaptive, flexible and competent amid constantly operating in a challenging environment.

We define our partnership mandate as creation of operations and cost benefits to our clients on many fronts - economy of scale, scalability in manpower management, optimization of IT costs, continuous improvement on services, processes and operations, and reduction in IT-related incidences.



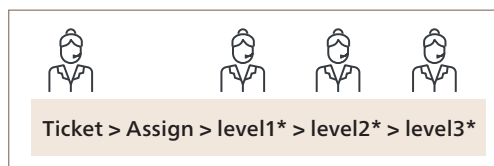
## GLOBAL SERVICE DESK COVERAGE AND FEATURES

We operate 24 hours and 365 days offering single as well as hotline contact with the aid of digital facilities to cater to IT-related support needs ranging from service request, maintenance request, incident fixes, escalation route, reporting to critical contact point in English, Japanese and other languages if required. Our global service desk, within the Information Technology Infrastructure Library (ITIL) framework, is manned by certified analysts, combining RPA in the path of digital transformation to deliver synergistic results.

Our core strengths are handling level 1 and 2, combined with preventive, proactive and task-driven services with guide and "scripts" for server operations, desktop apps, business enterprise apps, portal monitoring, IT tools and accelerators covering on-premise and/or cloud applications and operations.

\* Some of applications/software from our support experiences

okta	Confluence	box	coupa	JIRA
Microsoft Dynamics	Microsoft Office			
anaplan	SAP	SAP Concur	smartsheet	
tableau	zoom			



\*Role  
level1 : Service Desk  
level2 : Technical Support  
level3 : Product Support

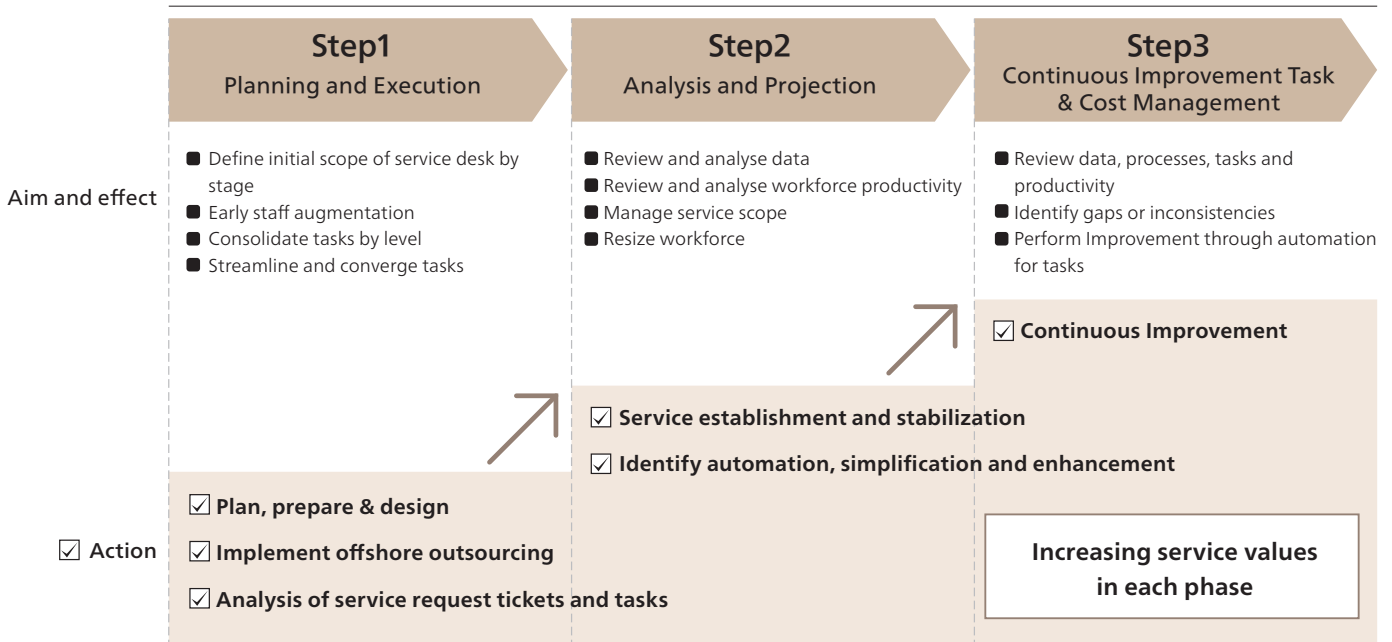
## HIGHLIGHTS OF OUR GLOBAL SERVICE DESK

- Operating and accessible 24 hours/day for tickets logging or escalation request
- Hotline support
- Performs task-oriented and planned and unplanned maintenance services as level 1 and joint effort with level 2 expert support team
- Enforcement of Service Level Agreement (SLA) & Key Performance Indicator (KPI) with monthly review for ensuring fulfillment of service requests
- Performs analytics on tickets and post support for continuous improvements on utilization, operations and cost
- Services operation manual (SOP) and service tasks menu for IT functions, compliances, regulations and instructions

## PROGRESSIVE BENEFICIAL APPROACH

The following approach to promote continuous improvement and increase the value for IT department in collaboration with Global Service Desk.

### MANAGED SERVICES BENEFICIAL PROGRESS

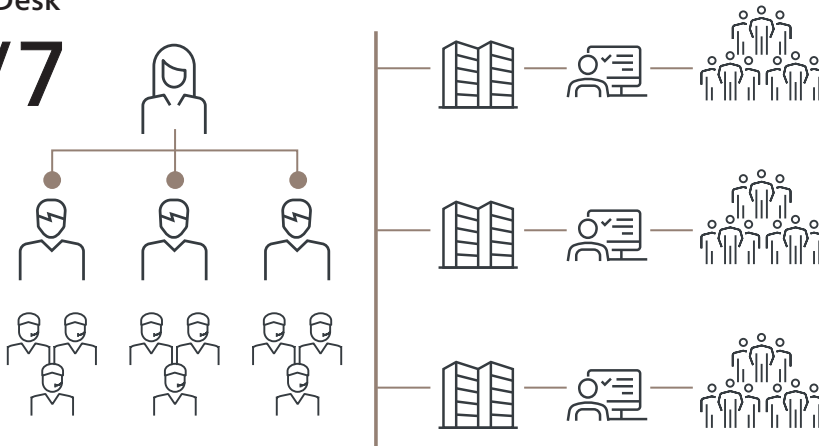


## BENEFITS AT A GLANCE

- Offers single location, centralized touch point through 24 hours, 365 days service desk operations
- Alleviate recurrence or low-level pain points by shifting level 1 & level 2 IT maintenance tasks and quick-fixes to service desk's domain
- Offer periodical tickets trending, root-cause and deep dive analysis for progressive reduction of IT incident-related issues
- Enable broad insights and analysis into all pillars of IT support activities from a position of vantage point

## Global Centralized Service Desk

# 24/7



Local, Regional & Global  
User Communities  
IT Support Teams  
Head Offices  
Global Footprints

