



SPARKHOUND MANAGED SERVICES

⚡ SERVICE DESK



Your users need answers and solutions fast. With Sparkhound’s Service Desk, your employees are covered by certified professionals who live for solving problems and delivering great customer experiences. We provide responsive, knowledgeable support to a wide variety of clients in multiple industries.

Already have an established service desk? No problem. We can integrate seamlessly with your team, freeing precious IT resources for new capabilities or enhancements that deliver true business value.



Single Point of Contact

Submit tickets by calling, emailing, web portal, or via customized automated systems alerts to Sparkhound’s 24x7x365 Managed Service Desk. We are the single point of contact for all IT support



Remote Support

Tier 1 & Tier 2 support cases are handled from our dedicated U.S.-based Managed Services group



Ticketing and Documentation

Every incident, problem, known error, and request is documented in our enterprise-grade ticketing system for proper tracking and reporting



Web Portal

Your dedicated Customer Web Portal allows 24x7x365 access to ticket status, trends, and proactive recommendations



Service Level Agreements (SLAs)

We’re committed and accountable



Triage and Escalation

Priority and impact guide the triage of incidents, problems, requests, and known errors to escalation points that best fit your organization’s preferences within SLA guidelines



Meaningful Resolution

Effective tracking of all incidents including support for password resets, basic device troubleshooting, and answering “how to” questions



Measurable Results

Your dedicated Service Delivery Manager regularly reviews SLA metrics and KPI insight to verify ROI of Managed Service Desk



Multi-Language Support

No language barrier! We leverage third-party translation services to ensure fluid support of all users



Confidence

Our onshore team of problem solvers handles your users’ incidents with a “localized feel” allowing your IT team freedom from support duty

About Sparkhound's Service Desk Team

Sparkhound Managed Services is a U.S. based team of ITIL support specialists who provide 24x7x365 end user support, proactive infrastructure management and monitoring, as well as development services to our clients. Established in 2003, the Sparkhound Managed Services team prides itself on providing exceptional customer service with every client interaction while reducing IT operational expenses through more efficient support delivery.

Sparkhound's ITIL-based Managed Service Desk approach is comprised of incident, request, and alert management. Regular reporting ensures service levels are consistently maintained. Since each engagement is unique, our Sparkhound Onboarding Process defines and streamlines procedures for a successful, seamless transition.

Continuous Improvement and Value-Based Approach

Resolving incidents quickly is only half of the equation — we aim to resolve every incident in the most effective, meaningful way possible. End user satisfaction is critical so that the support relationship is beneficial to your organization. Through our regular reporting and analysis process, we are constantly looking for opportunities to improve our process and exceed expectations.

Managed Service Desk	Tier 1	Tier 2 <i>[optional]</i>
Answering "how-to" questions	⚡	⚡
Access/password issues relating to CRM, custom apps, email, etc.	⚡	⚡
Basic mobile device support	⚡	⚡
Outlook/OWA, Microsoft desktop app support	⚡	⚡
Troubleshooting network connectivity	⚡	⚡
VPN and Citrix session troubleshooting		⚡
Coordination with third-party services	⚡	⚡
Assigned Service Delivery Manager	⚡	⚡
Advanced desktop application support		⚡
Active Directory management		⚡
Group Policy administration		⚡
Microsoft Azure and Windows Server maintenance		⚡
Router, Wifi, firewall, NAS, SAN configuration troubleshooting		⚡
Server backup validation		⚡
Virtual server support		⚡

List is a partial sample only

Proactive Services

Our goal is to catch incidents before your business encounters productivity loss. As an optional Tier 2 level of support, the Managed Service Desk Team proactively sniffs out issues in a few of the following methods:

- ⚡ 24x7x365 threat identification and notification
- ⚡ Regular DC diagnostic health analysis checks
- ⚡ Network device configuration backup and monitoring