

Service desk support, all day, every day

Pink 24/7



Skilled Service desk support that you can call all day, every day. Offering first class support in the English language for end-users all over the world. No matter when they are working, Pink 24/7 has them covered!

IT is vital for end-users to do their work. Yet at most organizations, the service desk can only be reached for less than 50% of the time. These "IT-support deserts" frustrate end-users that work outside of office hours and actually cost a lot of money in the form of lost productivity.

For example a care worker that treats patients all day. Yet when the laptop stops working on a Saturday, the service desk can not be reached.

Or an organization with some employees that are working internationally. But lacking the scale to offer them IT-support in different timezones.

Pink Elephant is expanding the service hours of their bi-lingual (English and Dutch) Service desk in The Netherlands. Offering support with a first-call-closure rate of 90%. That means that no matter when they call or where they are, 90% of incidents are solved immediately. Letting the end-users get on with business.

Incidents that can not be closed during the first call, will be either handled during regular business hours (07.00 to 18.00 hours, GMT+1) by Pink Elephant or handed over daily to the regular IT Service desk.

"Offering support to your end-users, wherever they are and whenever they work"

The small print

- Pink24/7 only covers the service desk service. The effect on the Service Levels for end-to-end services will have to be agreed upon at the start of the contract.
- The hand-over to the regular IT-service desk will often need some technical interfaces between service management tooling. These need to be in place before the service commences.
- Our call agents speak English and Dutch. No other languages are supported at the moment.

Interested in Pink 24/7?

- **Send an e-mail the manager of Managed Services, mark.schippers@pinkelephant.nl**
- **Or call Mark: +31 6 5109 2940**

PINK 24/7



PINK Makes IT
Personal

Pink Elephant BV
+31 88 235 6655
www.pinkelephant.nl