



XKS Limited

Outsourced Service Support

XKS Outsourced Service Support

XKS are able to provide the following as part of their Outsourced Service Support function: -

- Manned Service Desk facility 24x7
- Call Logging, providing 1st line customer liaison
- Problem Resolution
- Additional backup-resources for periods of high activity
- Management of problem life-cycle including closure and verification
- Management Reporting
- Problem Management Reporting

Core Skills & Technologies

- Managed Services
- Applications Support
- Technical Support – performance analysis, capacity planning, O/S upgrades, security
- iSeries Application Development (ILE RPG CL and EPoS Hand Held Technologies)
- Knowledge & experience of working within the boundaries of ITIL & PRINCE2 methodologies

Benefits

There are significant benefits in outsourcing the Service Support function to XKS: -

- All support calls answered within 3 rings
- 97% of all calls resolved at 1st line support
- 100% of support calls / faults resolved same business day

- Our involvement will reduce man-management overheads
- We have a proven track record for the provision of Service Support, both remotely and on-site
- We manage & co-ordinate 3rd Party Field Service Engineers
- We provide a dedicated personal service, and our philosophy is to understand our Client's business in order to add value – not just to react to incidents
- Our structure enables us to call upon a team of skilled, experienced and qualified personnel in order to provide the best service for our Clients
- We have excellent reference sites – Iceland Foods Limited, Manchester Airport PLC. References are available on request

Service Levels

Both parties will agree any Service Levels to be in place for the duration of the outsourced Service Support, covering: -

- Target Response Times
- Initial Response Times
- Resolution Times

Reporting

We will provide Service Progress Reports giving a breakdown of calls received by XKS

Account Management

A dedicated Account Manager will be allocated in order to provide one central point of contact for all your needs

Service Review Meetings

Service Review Meetings will be scheduled at agreed intervals, in order to: -

- Review the levels of Service delivered by XKS
- Review the nature, volume and quality of calls being logged by XKS
- Ensure continuous improvement

Incident & Problem Management

We provide Incident and Problem Management in order to promote quick and effective problem resolution

Monitoring & Escalation Procedures

We have full monitoring and escalation procedures in place 24x7 in order to provide backup facilities to our team in the event of any major and/or multiple incidents. Thus assuring you of a quality service at all times and within agreed Service Levels

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