Managed Service Desk: Managed Workstation Support Activites

Cloud5's Managed Service Desk includes workstation management, which covers a wide range of workstation needs and common IT tasks. The chart below provides further information on the exact activities offered as part of this service:

SERVICE TYPE	DESCRIPTION	INCLUDED	ADD ON
ServiceNow	Managing the on-line ticketing system	✓	
Contact Center Software and Support	Managing the contact center software	✓	
Cloud5 Support Portal	Providing a portal for employees to submit and track reported incidents; real-time dashboards	✓	
Unlimited 24x7 Remote Service Desk Support	Troubleshooting hardware, peripherals and software on initially onboarded equipment	✓	
	Logging, tracking and resolving incidents	✓	
	Fulfilling service requests	✓	
Email Administration	Provisioning and deprovisioning of email accounts	✓	
	Troubleshooting email issues	✓	
	Managing distribution lists	✓	
User Administration	Resetting passwords	✓	
	Provisioning Move/Add/Chagnes (to include onboarding/offboarding) activities	✓	
Vendor Management	Creating tickets for third-party vendors and follow up as required	✓	
	Providing vendor escorted access to all third-party vendor servers as needed to resolve incidents	✓	
	Coordinating root cause analysis on recurring Serverity 1 incidents	✓	

Managed Workstation Support Activities

SERVICE TYPE	DESCRIPTION	INCLUDED	ADD ON
Hardware and Peripheral Procurement	Procuring equipment and any peripherals, configuration and/or imaging	✓	
	Decommissioning workstations	✓	
Escalation Management	Managing internal and external escalations	✓	
Third Party Brand Support Management	Creating tickets and following up with brand support team (i.e., Marriott, Hyatt, Hilton)	✓	
Documentation Services	Maintaining property IT documentation	✓	
Licensing	Licensing third-party software	✓	
Forms	Designing, deploying and managing all required forms	✓	
Client Management	Hosting weekly calls with Corporate IT and with individual properties as needed	✓	
Monthly Reporting	Providing monthly call statistic	✓	
On-Site Resources	Dedicated on-site support	✓	
	Dispatches as required	✓	

Ready to Learn More?

Visit our website at www.cloud5.com to learn more about Cloud5's Managed Services Solutions or contact us directly at sales@cloud5.com to schedule a conversation today!