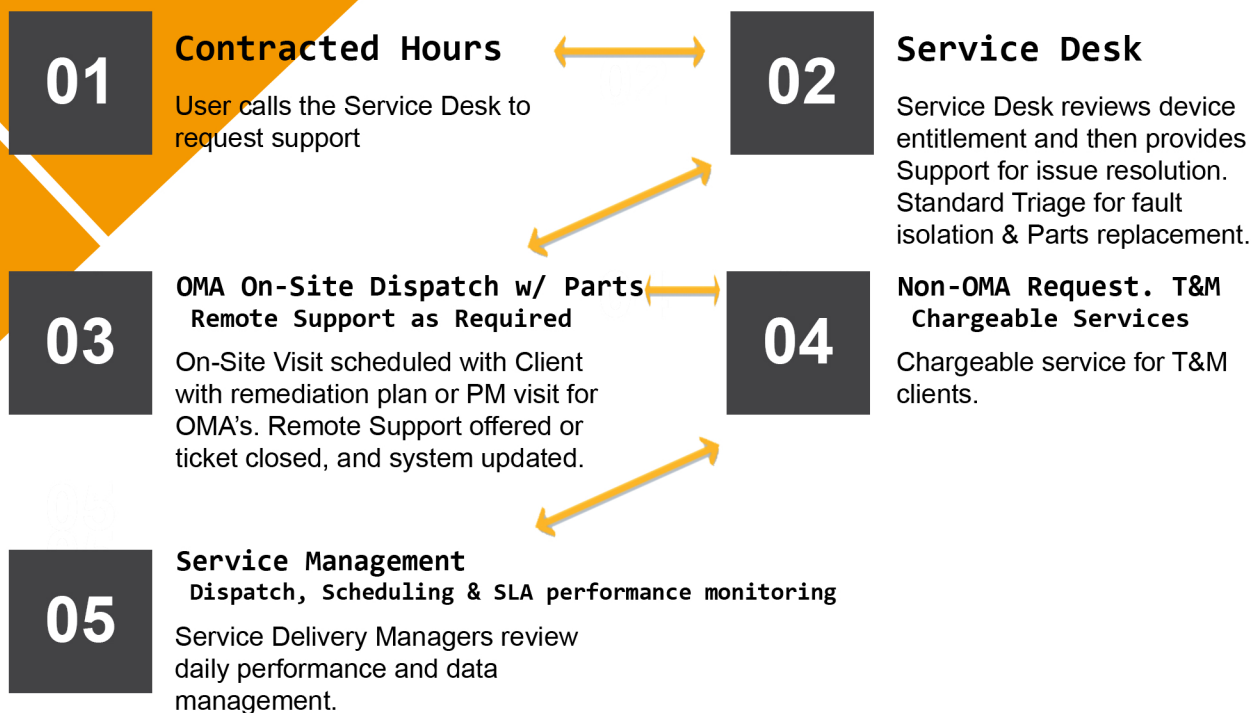# Service Desk

Computergate has developed and operated a network of IT professionals over the last 20 years throughout APAC. This network includes direct relationships with technical resources and third-party IT service providers who offer nationwide service in their country for Computergate.

Typical Service Desk & OSS Workflow

01 **Contracted Hours**
User calls the Service Desk to request support

02 **Service Desk**
Service Desk reviews device entitlement and then provides Support for issue resolution. Standard Triage for fault isolation & Parts replacement.

03 **OMA On-Site Dispatch w/ Parts**
Remote Support as Required
On-Site Visit scheduled with Client with remediation plan or PM visit for OMA's. Remote Support offered or ticket closed, and system updated.

04 **Non-OMA Request. T&M**
Chargeable Services
Chargeable service for T&M clients.

05 **Service Management**
Dispatch, Scheduling & SLA performance monitoring
Service Delivery Managers review daily performance and data management.

Our Service Delivery team takes a proactive approach in maintaining the relationships with these resources and is in daily communication dispatching resources in support of customer requests, scheduling planned projects, updating resource availability and participation in any support program.