

## Service Desk Level 2

The main purpose of the Service Desk is to maintain the productivity of the users. Atea Service Desk Level 2 provides support for both standard and custom applications as well as complex environments, mobile devices, security systems, Citrix VDI and VMware View and manages complicated issues throughout their lifecycle.



### 24/7 technical support

Our agents provide 24/7 support in the English language to customers all around the world in various industries and different sized organizations.

### Increased productivity

Service Desk Level 2 provides resolution for complicated technical issues and will provide assistance to Level 1 to ensure that end users receive fast and efficient support and the highest level of first call resolution.

### ITIL compliant

Our company's ISO Quality, Service and Security management certification level and employee ITIL certifications ensures highest industry standards are met.

### Quality assurance

To ensure high quality and proactively identify improvement areas, our internal Quality team analyses all customer feedback received and proactively monitors quality of our services.

### Knowledge management

Atea Service Desk Level 2 will continuously update SOP's and knowledge base articles for Level 1 (customer or 3rd party provider) to ensure faster resolution times.

### Problem management

Level 2 agents provide incident analysis, problem registration, initial diagnosis and investigation for all problems, as well as workaround and resolution for problems within Atea's responsibility area.

### Experience in complicated IT system support

Our agents have extensive experience in supporting critical systems (Microsoft servers, Citrix farms) in the energy sector, shipping industry, finance industry and others.

### High certification levels

Our Service Desk Level 2 agents are Microsoft and Citrix certified professionals and can provide advanced technical assistance and investigate issues to ensure that the root cause is found.

ISO 9001

BUREAU VERITAS  
Certification



ISO 20000

BUREAU VERITAS  
Certification



ISO 27001

BUREAU VERITAS  
Certification

