

# Service Desk Level 1

The main purpose of Service Desk is to maintain the productivity of the users. Atea Service Desk ensures that users experience minimal latency when approaching the Atea Service Desk and using Information technologies. We address users' problems quickly and efficiently by utilizing our capabilities in communication skills and technical knowledge.



## Multilingual user-friendly support

We provide support in the following languages:

English, Norwegian, Danish, Swedish, Finnish, German, Chinese, Latvian, Lithuanian, Russian, Polish, Slovak, Czech, and French.

## Increased user productivity

Service Desk provides efficient and effective support which allows users to focus on their daily tasks instead of chasing IT and having to escalate their issues.

## ITIL compliant

Our company's ISO Quality, Service and Security management certification level and employee ITIL certifications ensures that the 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 service.

## Knowledge management

SOP's and knowledge base articles are continuously updated to ensure faster resolution times. We utilize the diversity of technologies we support to ensure proactive knowledge improvements, thus preventing common difficulties from recurring.

## Incident and escalation management

Service Desk follows a highly efficient internal escalation process via a dedicated Quality team to ensure that SLAs are met and critical issues are resolved with minimal impact to customer.

## Experience in Business critical IT system support

Our agents have extensive experience in supporting business critical systems and workstations in the energy sector, shipping industry, finance industry and others.

## High certification levels

Our Service Desk agents are Microsoft and Citrix certified professionals and can provide 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

