

Executing the approach



Can my organization get remote or on-the-spot support?

On-demand help when you go live

People working with (new) IT resources often have questions. The topics and complexity will vary, but our support experts handle them all. Direct answers to questions raised help improve performance, speed up work and accelerate behavioural change. We work in your environment, blending in with the way you work and your digital culture.

Adoption interventions to drive digital transformation

Functional Support Desk

Remote, on-demand support

Supporting your organization to the next level

A well-run IT helpdesk is an asset for every company, but a Functional Support Desk takes you a step further. It provides not technical software support but functional help in using Teams and M365. Our people help your employees in their digital collaboration, communication or file handling. Remote support includes answering questions about specific functions as well as discussing new digital work routines. Short explanations and documentation can be sent to you. If you have a support desk on location their experts are available on request. Knowledge is secured for the organization in FAQ lists and PowerBI analysis and reports.

How does it work?

We have a standardized set-up, ready to implement a remote Functional Support Desk quickly. Remote support is provided in various formats: per month, per call or structural. We can also deliver an on-site desk, with a skilled team. Some preparation is necessary since we need to understand where and how we fit in, what SLAs to meet and which tools to use. We can be operational in 3-6 weeks.

The next step

Developing skills and new behaviours through coaching and training. Providing learning tools for employees, to make them self-reliant. Alternatively, you can wait and see how the Functional Support Desk increases your organization's digital skills.

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