Service Desk

Service Overview

XMA's Service Desk enables our customers to experience round-the-clock (24/7) IT support delivered by our accredited, remote or onsite ITIL-aligned service operations.

Service Benefits

- 24/7 ITIL-aligned Service Delivery:
  - Configuration Management Database (CMDB)
  - Managed JML (Joiners, Movers & Leavers) Process
  - Incident Management
  - Request Fulfilment
  - Triage, Ticket & Escalation Management
  - Proactive & Reactive Tasks
  - Platform Management
  - Release & Deployment Management
- Optional:
  - Bring your Own (BYO) ITSM Instance*

*Applicable to leading platforms including Ivanti and ServiceNow

Get in touch to discuss your IT service desk needs.

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In today's dynamic IT environments, efficiency and cost-saving are paramount.

Organisations are increasingly choosing to outsource their IT service desk, harnessing external expertise without the challenges of recruitment and upkeep.

With the right managed service provider (MSP) at their side, they offer employees round-the-clock support and quick resolutions. This approach also enables in-house IT teams to concentrate on strategic, high-impact projects.

The result? Scalability, cost-efficiency, and unwavering service quality for all.

Customer Testimonial

"The process of disaggregating a complex long term service contract into more focused service towers, including Service Desk and End User Compute, would have been considerably more challenging without XMA. Their One-Team partnership approach coupled with their willingness to be truly flexible was genuinely refreshing, and we now have a high-quality service that positively supports users in the post-pandemic hybrid working world we now operate in."

west sussex county council

Stewart Laird,
CIO and Head of IT, West Sussex County Council