

SERVICE DESK

SERVICE EXCELLENCE, DETECTION TO RESOLUTION

Covering a broad range of hardware and software platforms, Lexel's Service Desk provides customers cost effective and reliable access to industry leading expertise and skills.

Service excellence is the foundation of Lexel's Service Desk. Our knowledgeable team is committed to taking ownership and accountability of your issues.

You can trust the Lexel Service Desk team to not only fix, but to identify the cause of problems, preventing them from recurring. In addition to ongoing monitoring and measurement of customer satisfaction, our success is further validated by impressive service desk customer references.



Calls to our service are being handled efficiently, while minimising wait times to our user base.

Vamsi Dharanikota, Service Delivery Manager
Sky Television



Our services include:

Incident management. Lexel provides incident management support 24 x 7. A strong focus on service restoration and service stability underpins our service level commitments. Our services cover critical and major incident management, service degradation issues and repeat incidents.

Service request fulfilment. Providing service request fulfillment from password resets to questions and queries. The Lexel Service Desk team provides a reliable channel for users to request and receive agreed standard services through to their fulfillment.

Problem management. Lexel's problem management process reduces the impact and frequency of customer incidents. Through both proactive and reactive problem management, coupled with our understanding of customer environments, we pride ourselves on identifying issues before they arise.

Event management. Lexel's monitoring and event management capability drives proactive improvements across the technology stack. Our focusing is on reducing and where possible removing customer impacting incidents, mitigating service disruption.

Service level management. Service level management is underpinned through our internal event management capability and internal ticketing systems. This enables monitoring of service levels, ensuring they meet service level agreements, driving timely escalations where required.

Continuous service improvement. Lexel's Continual Service Improvement (CSI) aligns IT service offerings to changing business needs. Through process effectiveness, efficiency and cost reduction, our team identifies and implements improvements to drive customer value.



Lexel's strength is demonstrated through over 20 globally recognised partner certifications.