



MULTI AWARD WINNING
CLOUD SERVICES PROVIDER

MANAGED UK SERVICE DESK(SUPaaS)

Around-the-clock tech support



End users no longer doing nine-to-five



A significant proportion of the business world has become a gig economy of independent contractors, freelancers, and other temporary workers. They're looking to fit short-term, task-based work around their personal lives – rather than the other way round. And, like colleagues in permanent positions, they want a bigger say in when and where they work.



Yet not every company has pockets deep enough to pay for out-of-hours IT support for the odd occasions it might be needed. And not just in small and mid-sized businesses. Even large organisations must increasingly run mean and lean, leaving in-house teams with skills and knowledge gaps around the full technology stack – desktops, networking, cloud, virtual servers, storage, apps, security – the whole nine yards. And that's before factoring in IT staff holidays and sick absence.



Always available IT helpdesk with UK-based experts

If your business, systems, data, and end users are UK-based it makes sense to have IT support in your own country. When the pandemic struck, we listened to our customers and onshored our Operations Bridge to the UK – improving service, quality, and compliance.

That move meant Creative clients could realise the full power of their IT investments and achieve business outcomes sooner. And it ensures the appropriate level of support under virtually any circumstances.



ITIL and cloud-based with full service and escalation processes

With legacy systems and business apps increasingly moving to the cloud, the Creative Managed UK Service Desk provides the perfect cloud-based, ITIL-ready solution, underpinned by detailed processes and the latest IT management best practices.

The offer starts with First Line support for basic trouble-shooting

and user requests; Second Line support for more in-depth issues requiring specialist knowledge; and Third Line support requiring subject matter experts to solve the toughest challenges. Some Creative customers take our full service, while others pick and choose support elements they need.

90%

Last year 90% of all tickets were raised proactively by our own engineers

We don't believe technical support means waiting on phone calls or emails. That's costly and inefficient. Our crack team of specialists acts quickly to detect, triage, and resolve performance issues before outages occur. For example, logging onto servers or checking for error messages on switches, ports, and wireless access points.



Creative clients sleep easy

Having the option of our service desk team proactively monitoring and dealing with issues before they escalate to service-impacting incidents gives clients with peace of mind. It also means we both spend less time on case management and unnecessary escalations.

98%

Don't take our word for it

When it comes to poor technical support, customers tend to vote with their feet. That's why Creative ITC is proud to have a client retention ratio of over 98 percent. Our mantra is 'better is never done'. We use a unique KPI tracker that measures daily performance against targets like ticketing levels, first-time fixes and customer satisfaction scores.



Creative ITC

Why Creative

Creative ITC has consistently grown and invested in its technical support organisation. We recruit the best engineering talent and continually push them to advance their technical certifications. Each specialist has or is close to achieving the highest qualifications in their field. We're particularly proud that several engineers hold multiple certifications.

Along with Cisco Gold and NetApp Platinum partner status, Creative is one of only a handful of VMware partners worldwide to hold all seven Master Services Competencies; three of which were attained in the current year. All achieved through investing in hard-working people and customer-validated evidence. That's why Creative is a trusted partner for some of the world's biggest brands, involved in many of the largest cloud and digital transformations, including:



Benefits



Cost-effectively
acquire out-of-hours
IT support



Lower risk of IT
outages and
user downtime



Improve service level
agreements with internal
stakeholders



Create savings from
staff productivity and
support costs



Release internal
resources for more
strategic work



Leverage data to better
prioritise IT planning and
investment decisions

That's not only a list of the strategic and practical advantages of our service desk but, more importantly, it means your business receives the assurance of support levels that meet the aspirations of remote workers – and, ultimately, your end customers.



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Discover how

To arrange a free, no-strings consultation,
please contact:

enquiries@creative-itc.com

creative-itc.com

+44 (0)20 7682 2820

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