



Room Managed Services
Help Desk



Your Global Modern Work Help Desk

Outcomes

- ✓ 24x7x365 access to skilled personnel
- ✓ Reduced need to manage an in-house team
- ✓ Leverage top-tier technical resources
- ✓ Reduced time to resolution
- ✓ Consistent end user experience

Strategic Services

Yorktel's Help Desk is a cornerstone of our Room Managed Services, delivering essential support for your organization's Modern Work investment. Through our 24x7x365 global reach, omnichannel access, and dedicated customer portal, we ensure you are always supported by top-tier technical resources.

This foundational service reduces the burden on your internal team, speeds up issue resolution, and enhances the overall user experience.

One Holistic Partner



Help Desk Features



24x7x365 Global Reach

Support anytime and anywhere with remote diagnostics for advanced troubleshooting.



Service Level Guarantee

Defined and reportable performance metrics to ensure maximum efficiency.



Asset Inventory

A maintained record of all your devices covered by the Help Desk.



ServiceNow ITSM

Using the world's leading IT Service Management tools for best-in-class processes.



Omnichannel Access

Flexible and easy access across multiple channels.



Yorktel Customer Portal

Easy-to-use self-service portal with secure access to trouble tickets.



Help Desk Reports

Insights and analysis of tickets, rooms, and equipment to enhance efficiency.



3rd Party Vendor Management

Peace of mind as Yorktel coordinates logistics directly with the manufacturers.

Additional Services



Advance Parts

Provision and replacement of parts to ensure equipment remains operational.



Onsite Support

Technician dispatch to site if complex issues cannot be resolved remotely.



Onsite Managed Services

Scalable onsite and remote staffing options for maximum flexibility and efficiency.

Increase peace of mind

Discover how our Help Desk is the foundation of your Room Managed Services.

[Contact an expert](#)

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About Yorktel

Benefit from Yorktel's four decades of experience serving Fortune 500 enterprises and top government agencies. A Modern Work Services Provider and holistic Global Partner you can count on.



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