

# Global Support for Your Digital Workplace

Yorktel's **Help Desk Services** support your organization's digital workplace environments, allowing your team to focus on core business goals while we handle technical needs. With round-the-clock access to skilled support and seamless troubleshooting, user experience is enhanced and issue resolution improved. Yorktel's Help Desk is the foundational cornerstone of our Room Managed Services.



## Outcomes

- 24x7x365 Accessibility**  
Support is available anytime, anywhere, minimizing downtime.
- Top-Tier Technical Resources**  
Access expert support, diagnostics, and troubleshooting.
- Consistent End-User Experience**  
Ensures reliable and seamless support across locations for all users.
- Reduced Need for In-House Resources**  
Focus on your core business while Yorktel manages your help desk requirements.
- Faster Time to Resolution**  
Efficient problem-solving keeps your team productive.




## Why Yorktel for Help Desk Services

- Global Reach, Anytime Support**  
With 24x7x365 omnichannel availability, Yorktel's Help Desk ensures uninterrupted support, empowering teams to work confidently around the clock.
- Trusted Expertise with Best-in-Class ITSM**  
Built on the ServiceNow platform, Yorktel's Help Desk leverages industry-leading ITSM practices, delivering streamlined, precise support that enhances operational efficiency.
- Proactive Insights for Continuous Improvement**  
Yorktel's Customer Portal and detailed Help Desk reports provide real-time insights into asset performance, ticket trends, and room usage, optimizing your Digital environment.
- A Reliable Partner for Long-Term Success**  
With over four decades of experience, Yorktel's Help Desk forms the foundation of Room Managed Services, offering dedicated support to keep your digital workplace environment optimized.
- Seamless Vendor Coordination for End-to-End Support**  
Yorktel manages third-party vendor logistics and parts replacement, providing peace of mind and ensuring equipment uptime without the hassle of coordinating multiple providers.

## One Holistic Partner



## Additional Services

-  **Advance Parts**
-  **Onsite Support**
-  **Onsite Managed Services**

## More Ways We Support You

-  **Secure & Certified**  
ISO 27001 certified, ensuring top-level security and compliance in every service.
-  **24x7x365 Support**  
Help desk and troubleshooting services guarantee minimal downtime.
-  **Innovative Solutions**  
Technologies like AIOps Monitoring keep companies' systems ready for the future.
-  **End-to-End Management**  
Full-service approach that integrates seamlessly into businesses, reducing strain on internal resources.

## Increased Peace of Mind

with Yorktel's Help Desk Services.

[Contact an Expert](#)

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## About Yorktel

With over 40 years of experience supporting Fortune 500 companies and government agencies, Yorktel delivers Next-Gen Global Integration and holistic Managed Services to optimize your technology estate, maximize productivity, and reduce costs.

