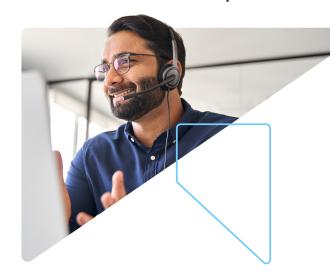


## Room Managed Services Help Desk

# 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

Support is available anytime, anywhere, minimizing downtime.



Reduced Need for In-House Resources

Focus on your core business while Yorktel manages your help desk requirements.



Top-Tier Technical Resources
Access expert support.

Access expert support, diagnostics, and troubleshooting.



Faster Time to Resolution

Efficient problem-solving keeps your team productive.



Consistent End-User Experience

Ensures reliable and seamless support across locations for all users.

# 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.









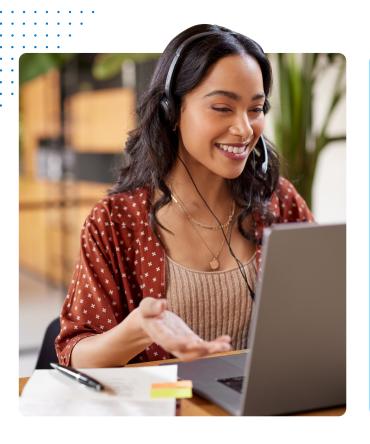












#### **Additional Services**

- + 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**

Yorktel.com

info@yorktel.com

### **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.



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