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## Support Service Desk

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### More information

Please contact Keltec for additional information about **Keltec Support Service Desk**, or to request a quote for your business:

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Service Desk solutions must focus on the user experience. The Service Desk is the gateway to the complete service solution and shapes the perception of service quality.

Keltec provides a single point of contact for logging all service calls. The service management call desk is the focal point for all customer calls, management and tracking of assets and contract specific information.

All service calls are logged and technically vetted by the service desk. If a resolution is not achievable immediately it is managed out to the appropriate service delivery partner on the customer's behalf. Calls will be monitored and their status can be updated hourly directly with the customer.

#### Service desk deliverables:

The Support Service Desk provides:

- Service call receipt and logging
- Contract validation
- Service call prioritisation
- Call management and escalation
- Technical vetting
- Operating system and application support
- Monthly reporting detailing the incidents logged.

Keltec believe we have a strong track record in supporting our customers and have built up a relationship with a network of contacts to assume the role of a trusted partner and supplier.