TRANSFORMING THE TRADITIONAL MODEL: IT HELP DESKS & SERVICE DESKS FOR INCREASED EFFICIENCY

Given the ever-increasing presence of technology in the modern workplace, there has never been a greater focus on the vital role played by IT Help Desks and IT Service Desks. Today's employees expect proactive and personalised service when dealing with IT issues, while CIOs are on the hunt for solutions that will reduce overheads, increase efficiencies and position their organisations for success.

The team at Probe knows this better than anyone. Along with extensive experience managing the help desk needs of many clients, we boast an internal IT Help Desk that delivers exceptional service to more than 15,000 staff. Like our clients, we realise the importance of streamlining processes and implementing new tools so employees are not only able to access prompt and effective assistance but IT Help Desks can raise productivity while reducing operating costs, as can IT Service Desks.

That is why Probe is committed to transforming the traditional model by investing in automation and self-service solutions.

Rather than forcing our employees to make a phone call, wait in a queue and rely on a human response, our investment in cutting-edge technology is handing power back to the user and allowing them to resolve certain issues with more speed and rigour than ever.

WHAT YOU CAN DO OR WHAT WE HAVE DONE TO MAKE THE EXPERIENCE BETTER

End to End Self-Password Resets

One of the great bugbears of IT Help Desks and IT Service Desks is the need to spend so much of their time and energy on low-value tasks. Common requests such as password resets and software installations can be a significant drain on human resources, with agents often assigned to completing the same mundane tasks over and over again. Fortunately, automation has reached the point where such requests can be successfully negotiated by the users themselves.

Bots to manage FAQ's & Instructions documentation

By utilising platforms such as internet identity provider Okta and creating home-grown products like our very own Probot, Probe is providing users with the right answers at the right time and, most importantly, at the right price. With excessive ticket volumes for simple tasks a traditional strain on IT Help Desk resources, self-service solutions are playing a key role in reducing those numbers and allowing agents to focus on more valuable work and resolving more complex requests.

Automates Sofware Installs

Consider an employee who requires a software installation. Whereas once they would have been forced to phone the help desk, negotiate a time when their computer was available and wait for the job to be completed, automation has changed the game at Probe. Our colleagues can now simply raise an online request and within 15 minutes receive an email containing a link to the ready-to-be-installed application.

Automated Alert Management

The same goes for virus management. Previously an alert would have required an employee to contact the IT Help Desk, report the notification and wait for a team member to manage the situation. With automation, the alert is now automatically logged with the help desk, allocated to an appropriate person and the work is completed as a matter of course. It is all about being proactive rather than reactive.

While not all companies are yet to embrace the increasingly automated future of IT Help Desks and IT Service Desks, there is nothing stopping them from doing so. The knowledge and processes being utilised within the walls of Probe are easily transferable to our clients' systems and, as leaders in rolling out automated, self-service help desks, we are ready to facilitate a system that works for you. When it comes to making your IT Help Desk more efficient and cost-effective, it's simply a matter of starting the conversation.

To learn more about how to revolutionise your IT Help Desk, contact one of Probe's highly qualified team members.