



# 24/7 Service Desk

## IT Managed Services for the Cloud Age

Leverage Virteva's purpose-built Service Desk to provide faster problem resolution and a better end-user experience.

With Virteva's top-of-the-line service desk solutions you get a purpose-built team of expert analysts to support your end-users around the clock. As a single point of contact for all end-user computing related issues, we support each customer's requirements and their unique line-of-business applications to provide a personalized experience, from how we answer the phones to how we address issues.

Our business is built on ITSM best practices and tools from Microsoft, Cisco®, ServiceNow®, and other leading technology providers. The expertise gained day in and day out means our service desk team and senior consultants are well equipped to meet your users' needs.

Let our team keep the lights on for you, so you can focus on the thing that matters most: your business.

### You Handle the Strategic, We Handle the Details

Experience earned from serving 83,000 end-users means we have the best practices and solution templates for a variety of challenges. So while our team fights the day to day fires, your team can take on the bigger picture.



### Virteva By the Numbers:

**70%** First Contact Resolution (FCR) rate

**12+**  
years of service desk  
experience

**83,000+**  
end-users served

**300,000+**  
contacts annually

**5**  
consecutive years  
ranked MSP501

**84**  
Net Promoter Score

**100%**  
US-based analysts



# What Makes Virteva Different?

Virteva offers a unique set of capabilities to deliver concierge-level service.



A world-class, 24/7 Service Desk with a Net Promoter Score of 84



Driven to solve issues at their source, not just resolve tickets



Specialists in service the unique needs of middle market clients



A full staff of every-level experts provide on-demand service



Both part-time supplemental support and full-time service to meet varying customer needs



Ability to partner long-term and offer additional services as you grow

Virteva's 24/7 Service Desk provides the expertise needed to support your end-user computing environment, including ServiceNow®, Microsoft, Cisco®, Calabrio and other leading technology providers.

## White Glove Service, 24/7/365

- A purpose-built, personalized experience, from how we answer the phones to how we address issues
- Integrated with your team to ensure your end-users always have the same high-end experience, no matter who they interact with
- Get up and running in six weeks

## Instant IT Maturity and Scale

- Enterprise-grade technology: ServiceNow, Microsoft, Calabrio, Cisco, and more
- Thousands of articles and best practice templates
- On-demand resources across levels, domains and technologies

## Continuous Improvement

- Root cause analysis to identify and cure issues at the source
- Living knowledge base library of information and answers
- Ongoing QA, analysis, and insights to drive performance

## What's Your As-a-Service?

Whatever the vision, Virteva brings the tools, expertise and resources needed to make it a reality so you can focus on the bigger picture: running the business.

Virteva's state-of-the-art operations center is based in Minneapolis, MN and runs on IT best practices and tools from ServiceNow®, Microsoft, Cisco, and other leading technology providers.

