

## IT Service Desk

Intelligent user-centric services that keep pace with workplace dynamics



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Stay productive, provide users 24/7 personalised support the moment they need it – and wherever they may be. **Respond to issues faster** and empower employees to derive maximum value from their technology.

**As a world-class service desk provider, we enable organisations to harness new technologies, drive innovation and react to business trends faster.**

Whether you're an SMB (Small and Mid-Sized Business) or a global enterprise, we'll help you stay ahead of trends and optimise your entire IT environment, providing a personalised and comprehensive support experience that keeps your people productive at any time of the day or night.

### Our holistic approach to technology and processes gives you:

- **A single point of contact** – providing a unified experience for all IT-related issues
- **Ease of use** – access and support at any time, from anywhere, and on any device
- **Rapid 24/7 incident resolution** – we keep you operational around the globe and in any time zone you work within
- **User-centric delivery** – with bespoke and personalised support services
- **Faster time to resolution** – leading to reduced downtime and higher employee productivity
- **Proactive monitoring of your IT assets and cloud infrastructure** – we'll address issues before they become a problem
- **Improved reliability and performance** – we'll take care of routine activities, freeing your staff to focus on other strategic business priorities

### Why Work with Bell?

Our next-generation service desk makes it possible for you to go way beyond just ensuring that your users avoid downtime.

As well as helping you enable highly efficient, highly-available and cost-effective business operations, we'll also empower your workforce to be more productive, engaged and connected. This entails helping your people to overcome pain points, or to help with delivering a personalised experience at every interaction.

Ahead of the game with keeping abreast of the latest technology trends, we'll ensure you're able to handle fast-changing demands with confidence. Whether that's deploying new tech or handling business activities such as mergers and acquisitions.

The moment your IT environment evolves or scales, you can depend on us to mobilise the resources and skills you'll need.

### Our service offering:



**An 'always on' 24/7 service desk** - With automated reporting, fast escalation and out of hours support designed to keep people productive, any time of the day. Providing proactive monitoring, we observe and assess how your key systems are performing, detecting problems early to prevent major disruptions.



**Help desk support for everything** - From a simple password reset to resolving complex service incidents, we ensure your business-critical resources are always available and that end-users can call on us for help or advice, the moment they need it.



**A single point of interaction for incidents, changes, problems and release management** - Our ITIL process-driven 'customer first' approach ensures the smooth and efficient management of your IT organisation. Plus, our intelligent AI powered ITSM automation manages changes and updates fast – with zero errors.



**AI automation that boosts organisational agility** - Whether that's accelerating the provision and adoption of new technologies or initiating 'zero touch' support for everything from the onboarding of new hires to ensuring users can instantly access the systems they need to be productive, the moment their job role changes.



**IT and business processes alignment** - We ensure everything is modelled and aligned with your evolving organisational goals. We give you the agility to reshape the work experience and accelerate digital transformation.

Putting people at the heart of everything, we deliver help desk support to businesses of any size – and in every sector.



### Contact us

From offices in London, Portsmouth, Wokingham, Krakow, Hyderabad and Singapore, we work with local and global customers across Europe and Asia-Pacific to streamline every aspect of their IT management strategies to maximise efficiencies and increase their ROI, year on year.

See how Bell integration can help your business succeed. Please contact us on [marketing@bell-integration.com](mailto:marketing@bell-integration.com) or visit [www.bell-integration.com](http://www.bell-integration.com)



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