SERVICE DESK MANAGER ADVISOR PROGRAM

Riverfront's Service Desk Manager Advisor Program assists companies with a new person in the Service Desk Manager role, or someone that needs more expertise and time to achieve the goals laid out for them. We offer a fully customizable program, both in services delivered and delivery model.

Below are examples of different "bundles" that can be performed for you. Depending on your needs, Riverfront can be engaged at the project level, for recurring meetings, and/or as needed by IT or the manager.

All projects begin with an understanding of the customer's goals. A Discovery process will help us document your current environment and your desired future state.

People

Without the right people in place, nothing else will allow your Service Desk to succeed. Topics that can be reviewed include:

- Organization chart
- Interview process
- Training
- Performance management

Technologies

Having the right technologies in place and consistently utilized by the Service Desk can increase the overall effectiveness of service delivery. Riverfront can help with:

- Incident management software
- Phone system
- Chat

Process

Correct, repeatable processes enable your Service Desk team to provide high levels of customer service. Topics here include:

- Call and incident handling
- Documentation
- Metrics and reporting
- Service Levels
- End user surveys
- Budgeting

Outsourcing

You may find yourself debating whether to outsource part or all of your Service Desk. Riverfront can help here with:

- Cost / benefit analysis to move operations
- RFP development or review
- Vendor response grading

Virtual Management

Riverfront can also be a sounding board for your Service Desk Manager. If they can have an experienced "peer" to help them with decisions or ideas, they can increase the value that the team provides to the company.

Riverfront Consulting

Helping You Help Your Customers

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