

The RDB Service Desk is a 24 by 7 service, offering different levels of call handling and a flexible approach to enable clients to scale easily as their call volumes increase. Utilizing MS Dynamic CRM enables RDB Concepts to offer a highly flexible service.

Key Features

- ➔ Operating 24 by 7, 365 days per year
- ➔ Individual OLA/SLA's provided for client
- ➔ Web portal for clients to view and log calls
- ➔ Flexible and scalable service, tailored to the clients requirements
- ➔ Named Account Manager

Key Features

- ➔ **Level 0**
 - > Raise issues and forward to third parties. Manage issue through to completion and provide monthly management reports. There is no issue resolution included at this stage.
- ➔ **Level 1**
 - > Raise issues and provide first line support. When necessary, handover to third parties and manage issue through to completion. Provide monthly management reports.
- ➔ **Level 2**
 - > Raise issues and provide second line support. When necessary calls will be handed over to third parties and managed through to completion. Reports will be produced monthly or weekly.
- ➔ **Level 3**
 - > Raise issues and support through to completion, including passing on and managing communication with final line support companies (such as Oracle, IBM etc). Reports will be produced weekly or daily if requested.

