

## CASE STUDY

# The Bunker's Outsourced Service Desk Solution

Ultra Secure, cost efficient and compliant Service Desk solution

## THE CHALLENGE

Many businesses successfully operate their own service desk during core business hours to manage internal IT, but can struggle to provide the same services out of hours, with peak periods, unexpected sick leave and holidays all having an impact. Moreover, in this "always on," digital environment, end users are placing high demands and expecting a 24-hour service, where any issue can be submitted and rapidly resolved at whatever time of day or night but providing this out of hours 24/7 service can be both complex and costly.

Typically reluctant to hire temporary staff during these short staffed periods as it's either too short notice, too expensive or simply too risky, many companies find themselves challenged to offer a satisfactory service desk at certain times during the year where all too quickly, problems with platforms, applications or infrastructure can disrupt entire processes across the business.

## OUR ULTRA SECURE SOLUTION

Our multi-skilled team can complement your own internal resources by providing extended hours of operation, negating the need to employ a shift team to offer a 24/7/365 service. Following a consulting process to scope out your needs The Bunker can take over at an agreed time, or even just as holiday cover, to manage escalation and any end user issues in the absence of your in-house IT team so you can focus on what you do best.



**"BARBICAN IT UTILISE THE BUNKER'S OUTSOURCED SERVICE DESK TO PROVIDE SUPPORT COVER OUTSIDE OF OUR CORE BUSINESS HOURS, ENSURING THAT A HIGH QUALITY, RELIABLE SERVICE IS AVAILABLE TO END-USERS AT ALL TIMES OF THE DAY AND NIGHT."**

**"THE BUNKER'S BESPOKE OFFERING, WITH SERVICES AND SCRIPTS TAILORED TO OUR REQUIREMENTS, ALLOWS US TO CREATE A SMOOTH AND SEAMLESS TRANSITION TO OUT-OF-HOURS COVER AND REALISE EXCELLENT VALUE FOR THE BUSINESS."**

- Chris Stratford,  
Head of IT, Barbican Insurance

The service desk function is no longer about simply logging incidents. Today's service desk needs to be proactive as well as reactive and with a team of highly trained staff, we offer 3 levels of service desk support:

- 1) Business hours service - acting as an extension to your own team during business hours
- 2) Out of hours service - available 24/7/365 solving issues for users working outside of core hours
- 3) A combination of both Business hours and Out of hours Service

**"THE BUNKER PROVIDES EXCEPTIONAL SUPPORT AND ACCOMODATES EVERY CUSTOMISATION OUR ENVIRONMENT REQUIRES. THE TEAM TOOK THE TIME TO UNDERSTAND WHAT WE WERE LOOKING TO DO AND PROVIDE THE SUPPORT WE NEED TO GET THE JOB DONE QUICKLY AND EFFECTIVELY."**

- Terrie Smith,  
CEO, DigSEq

## RESULTS & BENEFITS DELIVERED

With outsourced technical support, The Bunker's customers remain confident they can offer cost efficient, comprehensive and compliant IT support to their end users, at whatever time of day or night.

From a simple break-fix during office hours, or a 2 Factor Authentication or Password resetting at lam, to end-to-end support capabilities, our world-class, customisable service desk offers premium technical support so you can focus on what you do best managing your core business while we support your IT needs.

- Cost reduction and improved productivity
- Superior end user experience
- Control and management reports
- 24/7/365 dedicated technical support
- Faster resolution
- Access to skilled experts
- Customisable service options
- Robust Operating Procedures

## THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates Physical, Human and Digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and clients systems are continually secure against threats to confidentiality, integrity and availability.

## THIS IS ULTRA SECURE

- Physical** Military Grade data centres
- Human** All employees are fully background checked and our culture starts and ends with security
- Digital** We build and integrate systems in-house, Ultra Secure, from the source code up