MelilloSMART

Empowering Your Vision

SERV**DESK**
Streamlined Expert Managed Services

MelilloSMART ServDESK delivers **24/7 IT support for end users**, helping reduce ticket backlogs, minimize downtime, improve employee satisfaction, and free up internal IT teams to focus on strategic priorities.

The service can be tailored to handle everything from initial ticket triage and routing to full end-user support for Windows, Linux and Mac Workstations, and more through the integration with other Managed Services Packages.

SERVDESK, 24/7 IT SUPPORT THAT KEEPS YOUR BUSINESS RUNNING

ServDESK provides expert support, resolving end-user technical problems quickly so your team can stay focused on your business. We can also manage incoming IT Service Requests 24/7 escalating to your IT team for resolution.

WHY USE OUR SERVDESK MANAGED SERVICE?

- True 24/7 Global Support: Unlike internal IT teams, we provide round-the-clock coverage.

- Multi-Channel Assistance: Support via phone and ticketing system.

- Self-Service Portal & Knowledge Base: Reducing ticket volume through user empowerment.

- Scalable Service model: Adapts to business growth, seasonal spikes, and staffing changes.

- End-User Experience Focus: We prioritize customer satisfaction & proactive problem solving.

- Seamless ITSM & Workflow Integration: Works with existing IT operations & automation tools.

MELILLO CONSULTING

MelilloSMART

MelilloSMART helps organizations navigate evolving technology with confidence. Backed by 30+ years of expertise, we deliver solutions that boost efficiency, security, and compliance for better business outcomes.