

# OUT-TASKING OF THE DAILY ADMINISTRATIVE AND TACTICAL SYSTEMS SUPPORT FOR SAAS S2P TECHNOLOGY



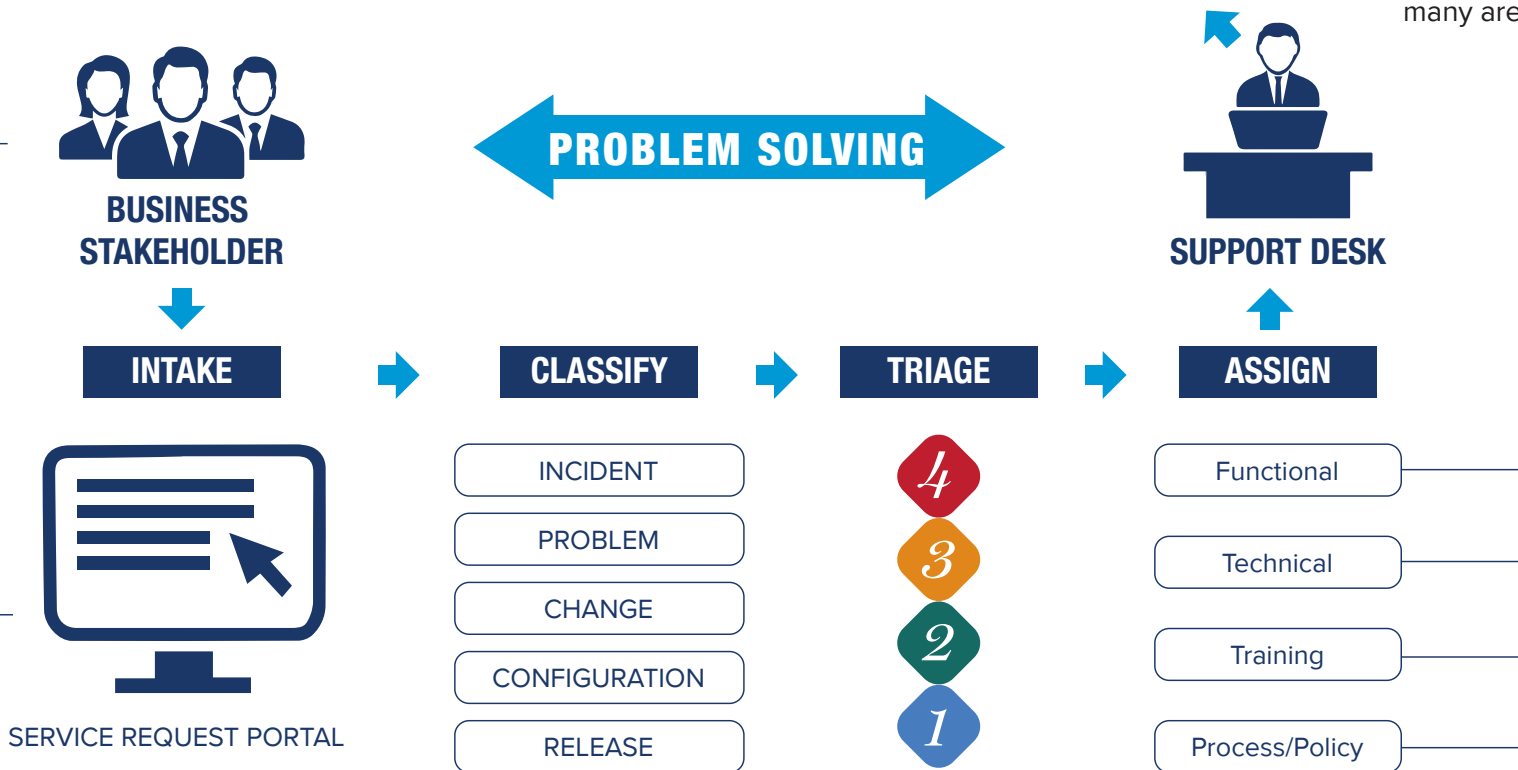
These are the enterprise employee users that need to get access, change roles, have questions, getting error messages or need guidance.

## BENEFITS OF THE TECH DESK

- Increase responsiveness through committed SLAs and centralized triage
- Increase project effectiveness through early validation and course setting
- Assignment of tickets based on request type, priority and complexity
- Visibility and tracking into all request coming from the business
- Transparency into ownership and accountability

Rely on dedicated remote expert solution and process consultants to successfully fulfill user inquiries across many areas:

Leverage existing or other available service ticketing platform to administer the user service requests.



**EFFICIENT PROCESSING OF USER SERVICE REQUESTS**