

Help Desk N1/N2 Business Applications

FIELD OF ACTIVITY :

BTP



France, Belgium, Luxembourg,
Ireland, Denmark, Holland,
Switzerland, Germany, Morocco



3500 to 4000
incidents per month
7500 users



Monday to
Saturday From
07h to 19h

SCOPE OF SERVICES :



Passwords



Microsoft Exchange
administration



Administration
Office 365



Lotus
Notes



150 business applications
supported, including 10 mission-
critical ones

SAFETY :



VPN access to
Information System



Authentication
Multi-factor

SYSTEMS USED:

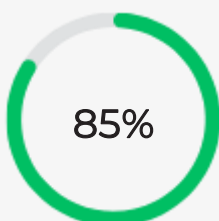
servicenow.

Servicenow

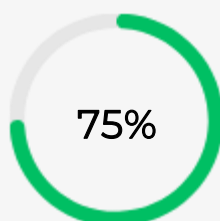


Genesys PureCloud

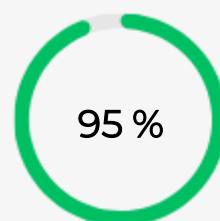
SERVICE COMMITMENTS :



SLA < 30s



First Call
Resolution



Resolution