

# IT Service Desk

**Secure, Reliable, Proactive.  
Round-the-clock UK based IT Support.**

Mid-enterprise organisations often juggle multiple support channels; phone, email, portals and chat. At the same time, their internal teams battle ticket backlogs, missed SLAs and user frustration, especially after hours. Fragmented hand-offs between vendors and offshore teams only slow resolution times and undermine confidence in IT's ability to deliver consistent, high-quality support.

OneAdvanced's Service Desk offers a seamless, **fully managed, UK-based** helpdesk designed to overcome these obstacles. With **24×7 omni-channel support, ITIL-aligned** processes, and a commitment to **continuous service improvement**, we ensure **predictable costs, fast resolutions**, and a reliable **single point of contact** for all your IT support needs.





# What capabilities does the service deliver?

## **Hours of operation**

24x7 UK-based coverage for priority 1/2 incidents, 8x5 support for all other tickets.

## **Multi-channel access**

Phone, email, self-service portal and chat entry points, all tracked in one ITSM platform.

## **Incident & request management**

Accurate logging, categorisation, prioritisation and resolution via ITIL-aligned workflows.

## **Major incident management**

24x7 rapid response, predefined escalation contacts and formal post-incident reports for critical outages.

## **Scalability & flexibility**

Dynamic capacity planning and staffing that automatically scales with your business, so whether you're onboarding new teams, adding regions, or handling seasonal peaks, the service desk adjusts to maintain consistent SLAs and response times.

## **Knowledge-base development**

Ongoing creation and maintenance of self-help articles to drive first-contact fixes and reduce repeat tickets.

## **Service reporting & metrics**

SLA tracking, CSAT scores and monthly trend reports, with quarterly deep dives and improvement plans.





## Key benefits

### Increased operational efficiency

By centralising all managed service interactions through a single vendor, you benefit from one portal, one SLA and one escalation model, eliminating hand-offs and resolving issues faster.

### Cost predictability

Transparent monthly fees and fair-use policies align spend to actual demand, removing hidden caps and surprise overages.

### 24x7 UK-based expertise

Certified analysts in the UK handle your calls around the clock, no offshore hand-offs, faster local response, and assured compliance with UK regulations.

### Accelerated issue resolution

ITIL-driven triage and a dedicated Major Incident workflow reduce mean time to repair and drive higher user satisfaction.

### Empowered self-service

A continuously evolving knowledge base reduces ticket volumes and lets users quickly solve common issues on their own.

### Effortless ITSM integration

Pre-built connectors for ServiceNow, Jira, Cherwell and other platforms keep tickets flowing seamlessly between your internal teams and ours.

### User-first experience

We design our service around the people who use it every day. We don't just measure how quickly issues are resolved, we measure how they felt to the user. Experience Level Agreements (XLAs) let us track sentiment, ease of access, and resolution quality, helping to continuously improve the support experience.



## Service details

### Implementation

This service can typically go live within 3–4 weeks of contract signature. We run discovery workshops, onboard your runbooks, integrate with your ITSM system and hand over knowledge so you're covered 24x7 from day one.

### Pricing Structure

Our service is offered through tiered monthly subscriptions: Bronze, Silver and Gold, based on coverage levels and ticket volumes. All fees are transparent under a clear fair-use policy, with no hidden overage charges.

### Support Hours and SLAs

- **Bronze:** 8x5 UK-based support, standard SLAs
- **Silver:** 24x7 monitoring & fulfilment, accelerated SLAs
- **Gold:** Full 24x7 UK-based support, premium SLAs and direct vendor escalation

### Prerequisites

Designated Customer Contacts and Escalation Contacts; access to your ITSM platform; collaboration on processes, runbooks and SLAs during onboarding.

## Why OneAdvanced for Service Desk?

OneAdvanced is your single strategic partner for UK-based managed services and support. Our Service Desk is built on OneAdvanced's mature ITIL framework and operates entirely from the UK, ensuring data sovereignty and compliance with NHS, FCA, GDPR and other sector mandates. We hold industry certifications and security clearances that give regulated organisations peace of mind.

From day one, we embed continuous improvement: quarterly service reviews, trend analysis and root-cause workshops drive measurable reductions in incident volumes and costs. Our fair-use policy aligns service capacity to your real needs, while direct escalation paths into leading platform vendors guarantee that any third-party outages are prioritised, with credits passed straight back to you.







## FAQs

### **Can we integrate this service with our existing ITSM tools?**

Yes -bi-directional integrations are available for ServiceNow, Jira Service Management, Cherwell and more, so tickets flow seamlessly between teams.

### **How do you manage Major Incidents?**

We run a 24x7 Major Incident Management process, notify your escalation contacts immediately, join bridge calls and deliver formal post-incident reports within five business days.

### **What reporting will we receive?**

Monthly dashboards covering incident trends, resolution times and CSAT, plus quarterly strategic reviews with actionable improvements.

### **What does the onboarding process look like?**

We provide a structured onboarding led by a dedicated transition manager. This includes knowledge capture, documentation, runbook development, and service walkthroughs to ensure a smooth and efficient go-live.

### **How do you ensure service quality and performance?**

We work to defined SLAs for response and resolution times, underpinned by XLAs, ITIL-aligned processes and real-time performance monitoring. Regular quality checks and continual service improvement initiatives ensure consistent, high-quality support.



# Ready to centralise and elevate your IT support?

Contact your OneAdvanced account manager or email [managedit@oneadvanced.com](mailto:managedit@oneadvanced.com)


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