Technology Support for Mid-Size Companies

Mid-size companies are looking for the same quality of technology support afforded to larger companies but don't necessarily have the sizeable demand to garner the attention of larger providers. Relegated to relying on the "mom and pop" providers of technology support, these companies generally find themselves underserved, overcharged, frustrated, limited and at risk.

Y&L Consulting now offers our 24 × 7 Technology Support, Monitoring, Reporting and Security services to mid-size businesses. Our shared services model allows mid-size companies all of the same support enjoyed by our large corporate customers parsed out to the needs of your specific company. We will grow with you.

We can provide international industry experience, formalized processes, best practices, scalability and more Subject Matter Experts than you could ever attract on your own. With 4,000 employees across five continents we can bring significant resources to bear.

Increase Productivity

Your current IT staff is more than likely over-taxed with maintaining and enhancing your systems while also providing internal support. One or two Level 1 Help Desk associates from Y&L could alleviate that burden and increase the morale of your IT department by handling activities such as password resets, installing software patches, connectivity issues, documenting and elevating incidents, and server system monitoring. And, they can be added without adding to your headcount or benefit costs. Overtaxed internal IT resources generally feel underappreciated and end up leaving the company. Providing them relief from mundane tasks and allowing them to focus on activities that helps move your business forward benefits them and you.

Increase Responsiveness

Is your current Help Desk support unresponsive? Do they simply log issues and pass them onto you? Y&L Help Desk managers utilize incident management reports to identify common occurrences and then train Level 1 associates to deliver first call resolution on those issues. Many technology support companies simply pass issues on to you internally which results in costing more by having your internal associates work on a resolution. In addition, responsiveness declines dramatically when one person hands off an issue to another. Y&L Help Desk associates follow-up consistently on every ticket they manage to ensure all issues are resolved in a timely and accurate manner.

Industry Best Practices

Y&L Help Desk Support adheres to all industry best practices and processes (i.e. ITSM, ITIL). By having industry established processes in place your company will see faster response times, established Key Performance Indicators (KPIs), workflow consistency, cost efficiency and downtime reduction. We will guarantee our service levels and performance against set KPIs.

Knowledge Transfer is especially important within a company with limited IT staff. Operating at a single-point-of-failure with all of the knowledge of your systems, vendors, asset inventory, security protocol and disaster recovery management residing in the minds of one or two internal individuals is a very risky move. Our Help Desk leadership ensures there is a smooth and documented transition of knowledge accessible to your senior leadership at any time.

Insight

If one IT person in your company offers one point of view on technologies, software and systems for the company to invest in how does that limit your choices? Also, that individual is limited to their knowledge and experience to make such a recommendation. Y&L has over 17 years of experience across all major and proprietary technologies from which to base recommendations. In addition, Y&L is software and system agnostic. Therefore, nothing but experience guides our recommendations after completing a thorough assessment.

Y&L Consulting

Our Offering

- Strategic Technology Support Consulting Services
- Help Desk Remote Support (L1, L2)
- Onsite Tech Support (L1, L2)
- Systems Support L3
- Telephony Systems Support (VOIP, etc.)
- Monitoring (Server, networks, patching)
- Security (UTM, Cyber); (Enpoint, networks, systems)
- Communications (email, network)
- 3rd Party IT Vendor Management
- IT Asset Management (desktops, laptops, printers, etc.)
- Project Initiatives
  - Software Upgrades/ Migrations
  - Deployments
  - Implementations (3rd party) ; software, development
  - Disaster Recovery
  - Assessments and Proposals

Improve Security

Y&L can provide a series of security measures to ensure the security and integrity of your data. We can provide antivirus management, intrusion detection and prevention, compliance logging and reporting, incident response and investigation, third party risk management (for integrations) and much more.

We also provide penetration testing (sometimes referred to as a pentest) which is a planned software attack on your computer system to identify security weaknesses which could potentially provide access to your company's computer system and data.

Reporting and Dashboards

What is measured does matter and it's what you use to hold us accountable. Every month you will be provided with an updated report on exactly how we are doing against agreed upon metrics. Available as an online report or a refreshed dashboard, you will be able to view service levels, various analytics (peak times, etc.), view trend analysis', incident reduction factors and other KPIs and Service Level Agreements (SLAs).

Expertise Acquisition

When you incorporate a Y&L help desk team into your IT organization, you are bringing on service processes and expertise dedicated to following-up on each issue ticket until a resolution is documented. We employ an ITIL framework to share proven resolution processes with Level 2 and 3 leadership. And, over time, our knowledge management database grows, allowing us to increase first call resolution.

» Service Management: Issues that disrupt service occur all the time (server issues, proxy issues, etc.). Without clear processes in place, multiple people will jump on an issue trying to resolve it – some helping to fix it and others making it worse. Y&L brings all interested parties together, determines a course of action, identifies who will address the issue and documents the resolution.

» Incident Management: Every ticket is "our" problem. If we need to hand-off a ticket to Tier 2 or 3, we still retain ownership of that ticket until resolution by actively following-up on the issue, reporting back to the individual and closing out the ticket once resolved.

» Knowledge Management: A robust knowledge management (KM) platform is critical to our business model. Here, we develop an information infrastructure that is based on a system, not a person. Our ability to share information, pass along what we learn and offer access to our team across the board is the prerequisite to continuity. Because our knowledge base is organic, each problem we take on becomes part of our history, documented and indexed on our support maintenance template for others to access.

» Problem Management: Some issues cannot be fixed with a work-around. If we see a pattern of work-arounds we will shift resources to perform a root cause analysis. Here, we open a ticket and investigate the underlying causes for repetitive tickets. Once we develop the solution, we add it to our KM platform and share with our team.

» Incident Reduction: Through a trend analysis evaluation of all tickets, Y&L identifies commonalities in repeated or large incidents and determines strategies for addressing the top 10% of all issues.

About
Y&L Consulting

Y&L Consulting, Inc. – a YASH Technologies Group company, headquartered in San Antonio, Texas – has assisted many medium-size to large companies with their IT architecture, programming, help desk, business intelligence, social and integration needs through a network of sales and development centers across five continents. Clients benefit from the combination of high caliber IT professional services talent with high-end solution expertise.

Micro Case Study: The Model of Efficiency

Employees needed to access an application twice a year for refresher courses, triggering a significant spike in password resets to the internal development team. The Y&L Help Desk team identified this issue and quickly assumed control of password reset requests, freeing internal development resources from this repetitive, administrative work. Y&L proactively looks for efficiency opportunities across your IT organization.

Y&L
Consulting

Corporate HQ
7550 IH 10 West
Suite 940
San Antonio, TX 78229
(210) 340-0098
www.ylconsulting.com

0W11182.03 03/17