

ENCHANCING IT SUPPORT WITH ROBUST L1 SERVICES



SkillSource
Smart Outsourcing

Client Profile

A top Singapore-based enterprise tech consultancy, they facilitate business transformation through innovation and collaboration, specializing in addressing clear challenges with a global team to provide lasting solutions.

Challenges

- Overwhelmed by support requests.
- Frequent disruptions affected productivity and business continuity.
- Absence of a structured ticketing system led to inefficient tracking and delays in resolving IT issues.
- In-house IT support management strained operational budgets.

Our Solutions



**Dedicated
L1 Support
Team**



**Round the
Clock
Service**



**Ticket
System**



**Knowledge
Base**



**Data
Insights &
Reporting**

Business Benefits

- 40% faster turn around time for resolving issues
- Optimized operational efficiency
- Enhanced client satisfaction
- Significant Cost Savings

More Information



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