

Service Desk



For many organizations, improving internal or external IT support can be difficult, costly and distract management from their primary job... growing the business. To address this challenge, companies of all sizes have turned to CDI IT Solutions' best-in-class Service Desk.

Built upon a foundation of industry standard HDI and Information Technology Infrastructure Library (ITIL) practices, CDI IT Solutions provides flexible, scalable and unique "blended service" models from our US-based Service Centers of Excellence.



*CDI IT Solutions
Service Center of
Excellence -
Cross Lanes, WV*

CDI brings together professional IT talent, enterprise-caliber support tools, ITIL-based processes and world-class facilities to support a wide range of technologies across multiple industries.

CDI stands apart from other traditional providers. Our fully-onshore model permits rapid transition as well as efficient communications while our blended, dedicated and shared service models provide flexible, scalable support for companies of all size.

With more than 300,000 incidents handled annually, CDI is well-suited to handle everything from Level 1, 2 and 3 support up to and including all service management needs.

Reduced Support Costs

Exceptional service is important, but so is controlling costs. Our metrics-driven operation enables CDI to adjust service delivery, in real time, with changing business usage and priorities. When combined with leading-edge support tools and telecommunications infrastructure, CDI is able to:

- Consistently meet or exceed service level agreements (SLAs)
- Decrease the cost of support by 30% or more by reducing the need for costly escalations and desk side support
- Accelerate problem resolution and improve end user satisfaction

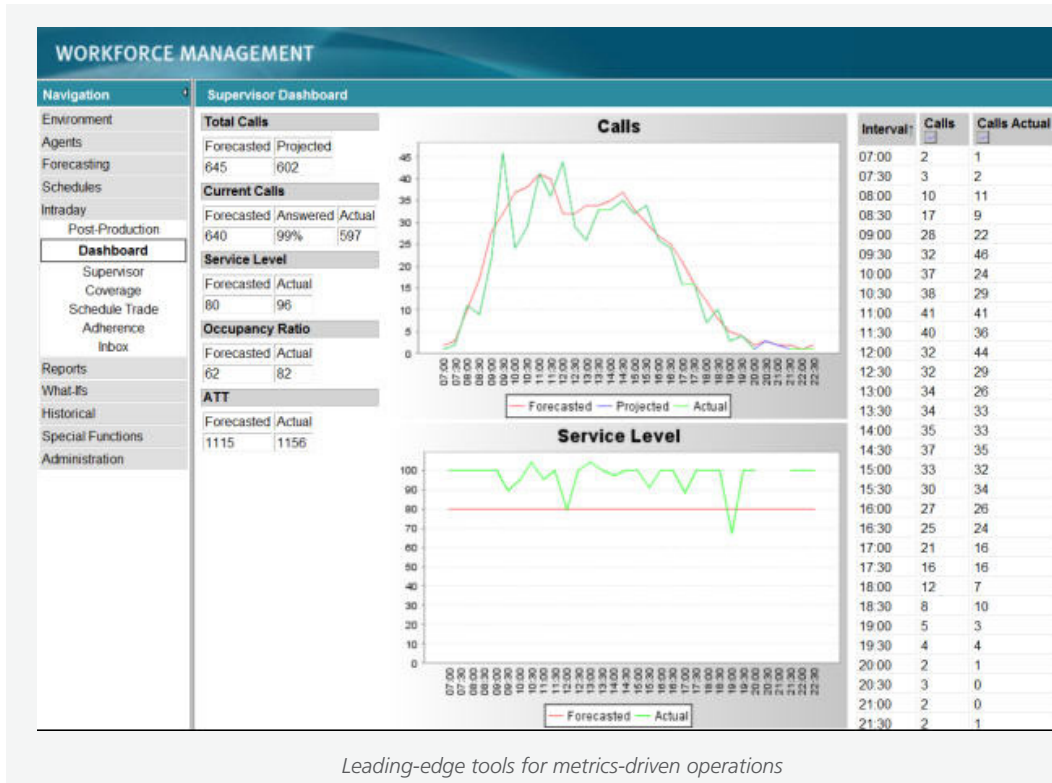
"CDI IT Solutions has worked with us to hone a set of metrics that has driven quality into our customer support experience. We've been able to dramatically decrease our call abandon rate as a result. The process improvement component of the HDI Support Center Certification program is truly powerful."

- Michael Kubit, Case Western Reserve University

Exceeding Industry-Average Performance

Satisfying the ever-increasing computing demands of end users is a constant challenge. The secret to CDI's ability to consistently achieve end user satisfaction rates of 90%:

- Professionally-trained IT support professionals with above-average retention rates
- Blended support models that deliver First Call Resolution of 85% or more
- Ongoing customer satisfaction (CSAT) surveys and use of 3rd-party benchmarks to measure performance



Streamlined Transition and Implementation

With 50 years of experience with midrange and enterprise clients, CDI understands how to ensure a smooth transition. CDI's service desk practices have been certified by HDI since 2007 and are based on the ITIL framework to ensure a proven delivery model. In addition to CDI's market-tested Governance and Risk Mitigation processes, CDI leverages its robust portfolio of service areas to mitigate risk and ensure efficient operations including:

- Project Management Services
- Application Life Cycle Management Services
- Quality Management Services
- IT Infrastructure Services
- Web Content Services
- IT Security and Risk Management Services



To learn more visit: www.cdi-its.com

CDI IT Solutions is a division of CDI (NYSE: CDI), a leading provider of engineering and information technology outsourcing solutions and professional staffing.