



skyHelp®

Global IT Help Desk Service

These days the IT Help Desk plays a decisive role in the performance of support services within a company. A highly complex IT infrastructure with a growing number of locations and mobile workplaces demands a reliable and qualified support environment.

With a continuously available, high-quality Help Desk service you create confidence among users and improve the quality of your IT as a whole.

This efficiency secures your competitiveness and increases your flexibility. In particular, optimal staff deployment enables you to avoid hidden costs, while optimized service processes and a reduced call volume provide you with further cost savings.

When deliberating on how you can design your Help Desk service so as to achieve an excellent level of service while at the

same time optimizing your cost structure, you must consider a number of questions:

- Are you sure that your support units are really available when it matters, or do the users tend to help themselves?
- Are all the service units in your company bundled or can they only be reached via different routes?
- Does your Help Desk service provide its customers with real benefits that go beyond mere problem-solving?
- Can your company's IT support adapt flexibly to constantly changing requirements?
- Do you have professional feedback tools that help you to optimize your support continuously?
- Can you ensure that you always have sufficient well-trained support staff, and are you prepared to pay them?
- Do you know how much your Help Desk really costs?

With skyHelp®, Lufthansa Systems provides secure, reliable Help Desk operation with global coverage based on the very latest technology.

Key benefits

- A single point of contact for all service incidents
- Access via all regular media (Web, e-mail, telephone, fax, SMS)
- Readiness up to 24/7/365
- Certified and multilingual team of specialists
- Proven and documented processes according to ITIL (IT Infrastructure Library)
- Professional documentation of all incidents through to the solution
- Guaranteed and documented service levels
- Quality edge due to latest technology (VoIP)
- Continuous service optimization due to customer-specific knowledge databases
- skyHelp® as your dedicated service partner (problem ownership)
- Fast and flexible migration of all services
- Individual adaptation to customer's processes and tools
- Security of all data thanks to staff screening according to Deutsche Lufthansa standard
- High Lufthansa service quality
- Backup by associated Deutsche Lufthansa call centers

