5 Top Tips

for providing effective
IT support

1 Evaluate how you currently work

Ask yourselves "is this the best we can do?" Are you still working with outdated or legacy processes?

Have you been working a certain way due to the limitations of the tools available? Are there small changes you could make to improve the support you offer your customers?

Don't reinvent the wheel – there are already best practice guidelines you could follow, such as ITIL.

The world of IT changes every day; don't get left behind.

2 Utilise Self-Service

Implementing Self-Service will not only save your analysts time, by reducing the number of incoming calls, it will mean they have more time to fix incidents, improving your SLA and customer service.

Out-of-hours help and support can be provided through a dynamic Knowledge base that gives your customer the tools to resolve their own incidents

3 Reward and recognise

Apply gamification techniques to reward and challenge your staff to provide great support at all times.

You can drive and motivate your support staff in a more engaging manner by providing rewards for exceptional effort and challenges for agents to compete among themselves.

Happy staff means happy customers.

4 Social media

Allowing customers a choice of platforms to contact you on enables you to provide a more responsive service.

Tracking hashtags or keywords such as company name allows your organisation to be more proactive in both customer incidents and customer feedback..

5 Growth of support

Look at other departments within your organisation, such as Facilities, Health & Safety and HR and review how you could offer one effective support solution to the organisation.

This will not only reduce overall costs, but also reduce duplication and improve visibility of the support needs of your organisation.

For more top tips follow @SunriseSoftware
www.sunrisesoftware.com