

Helpdesk as a Service

A 24/7, enterprise-level helpdesk that assures service reliability, user satisfaction, and governance

For more information on this, or our wider **AI Productivity** services, speak to a Cloud Direct Sales Executive or contact hello@clouddirect.net.



Service overview

As organisations grow, delivering consistent IT support becomes increasingly complex with internal teams facing rising demand, multiple suppliers, and a pressure to meet service levels.

Cloud Direct's Helpdesk as a Service delivers ITIL-aligned support around the clock, with full ownership of Incidents and Service Requests, structured escalation processes, and continuous improvement and enablement to create a scalable helpdesk model that grows with your business.



Who is this service for?

Mid-to-large enterprises seeking 24/7 IT support coverage and expert escalation with consistent service quality, operational stability, and predictable cost across their global operations.



Addressing your challenges



Inconsistent triage and escalation leading to delayed resolution



Unclear ownership and accountability across multiple suppliers



High cost and operational complexity of delivery 24/7 support

Service deliverables

An expert, centralised helpdesk with consistent SLAs that your teams can rely on, wherever and whenever they are operating.

Core components

- ITIL-aligned incident and request workflows
- 24/7 first-line support and triage, with major Incident Coordination and Problem Management
- Knowledge base and self-service enablement
- Resolver group orchestration and communication
- Service reporting and governance cadence

Ongoing activities

- SLA monitoring and service reviews
- A dedication to providing first-time fix improvements
 - Root cause analysis and prevention
- Demand and volume trend analysis
- Playbook and knowledge updates

Outcomes that matter

Stabilise your operations, reduce downtime, and improve user satisfaction through consistent triage, regular reporting and continual improvements.



Standard playbooks enabling more first-time fixes



SLA-driven proactive monitoring



Major incident coordination for reduced downtime



Reporting and service reviews for great visibility



Lower support costs through prevention and enablement



User satisfaction driven by CSAT and feedback loops

Cloud Direct's added value

We combine enterprise-grade 24/7 helpdesk operations with ITIL-aligned service management and strong governance to deliver accountability, consistent SLAs, and measurable improvements across service reliability and user satisfaction.

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