Intelligent Service Desk

Having delivered service desks since 1998, we know how to deliver a robust, predictable and highly performant operation. Powered by ServiceNow and Thoughtonomy, we provide access to both Shared and Dedicated options, backed by a modern, intuitive interface. Staffed by certified technical specialists, Cortex's principle aim is to provide a consistent, high quality service desk experience, acting as an extension of your IT team.

A Single Unified ITIL Platform
Integrated into ServiceNow, we embrace the standards of ITIL best practice within all of our Service Management practices

Optimised Intelligence
Accelerating value through a combination of process automation, orchestration, self service and machine learning, all built-in.

TUPE Experience
Experienced in the Transfer of Undertakings, (Protection of Employment) agreements, with transparent, concise and fair agreements

Your Desk, Your Way
Access to two options; Shared and Dedicated, providing you with the flexibility over how you want your desk to operate

Plan, Do, Check, Act
Backed by a CSIP programme, designed to improve efficiency and effectiveness, through incremental service development

Comprehensive Coverage
We cover all resourcing risks, providing optional backfill cover for periods of absence, including holiday, sickness and maternity

Bridging the Gap

To meet the challenges presented by a modern workplace and keep pace with rapid developments in AI, cognitive services and machine learning, we developed Cortex; designed to provide a proactive and highly personalised service desk experience.

Powered by ServiceNow, together with our RPA platform, Cortex delivers everything from initial triage and route cause analysis, to endpoint support and request fulfilment. By using automation and orchestration techniques, we reduce MTTR by streamlining manual, often cumbersome processes, as well as expedite call routing, decision making and incident analysis.

Cortex uses an omni-channel approach for IT queries and incidents, whether that be via phone, portal or more traditional means. Where we are providing an on-site presence, we can also enable a walk-up experience for users that wish to schedule their own IT appointments, at a time that suits them.

A single point of contact for all of your IT queries, service requests and incidents

We embrace the standards of ITIL best practice, within each of our service management disciplines

Integrated automation and orchestration technologies, helping to reduce resolution time

Includes access to our virtual assistant, knowledge base, self-service portal and built-in collaboration

> " Cortex blends traditional agent-based support with analytics, machine learning, robotic process automation and orchestration, giving users ownership over their experience. This seamless integration shifts IT from a reactive function, to a user-centric approach, built around converged support. "

Dave Hampton - Service Desk Manager - Ultima

Can your Service Desk Do this?

It's not good enough to just have good people and hope that they can navigate their way through the complexities and nuances of providing a service desk which delivers an unparalleled user experience. Instead, IT Service Management (ITSM) and Asset Management (ITAM) platforms must support design, planing, transition, operation and control, while at the same time be able to accommodate organic and cultural changes to the organisations under support.

Powering Cortex is a suite of cloud-based automation, ITSM and ITAM tools, providing a scalable, feature-rich foundation. So long as you have an internet connection, you can benefit from built-in orchestration, automation, contextualised work-flows and machine learning, reducing resolution times, and increasing customer satisfaction.

Centralised SLAs - We monitor performance, trends and SLA time-lines against our commitments, enabling us to prioritise, reassign and escalate tasks to avoid potential breaches.

Incidents - Streamlined service restoration through intelligent routing, intuitive self-service portals, embedded work-flows and built-in collaboration to help reduce time to resolution.

Problems - We minimise disruptions through trend analysis, accelerating restoration by sharing solutions and orkarounds, cutting resolution times with structured root cause analysis.

Service Requests - Replace labour intensive fulfilment tasks with an automated approvals process, backed by a service catalogue, for an optimised shopping-cart experience.

Walk-Up Experience - Increase customer satisfaction with a streamlined channel for face-to-face IT support requests. Users can schedule appointments, direct from the mobile app.

Reporting and Dashboards - Using predefined templates, we generate reports and visualisations, giving teams insight into the status and performance of every aspect of your service.

CORTEX

INTELLIGENT SERVICE DESK

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