

IT services
for modern
business success

Having a strategic technology framework is crucial for your business success. At Core, we provide a holistic suite of managed IT services, professional services, and innovative Core Smart Services, tailored to propel your organisation toward optimal outcomes and success. Our offerings are powered by the expertise of our #OneCore team, which brings over three decades of experience in delivering exceptional service. We are dedicated to bolstering your organisation with robust IT managed services.

Our approach prioritises customer needs, emphasising a consultative, collaborative, and flexible methodology. We continuously enhance our technology, tools, and systems, ensuring a seamless end-user experience, regardless of location or device.

Core Service Desk – An Overview

At Core, we distinguish ourselves by offering hybrid support from our teams based across England, Scotland, and Poland, providing unparalleled industry service levels. We boast an impressive **first contact resolution rate (FCR) of over 70%**, frequently surpassing 90%, coupled with an exceptional **average response time of just 10 seconds via phone**.

Our digital self-serve portal facilitates effortless ticket submission, and live support chat, enabling even faster connections with our support teams.

Dedicated to elevating user satisfaction and experience, our service desk leverages the ITIL framework to expertly handle support inquiries, ensuring seamless collaboration with our customers' internal management and support structures. Whether you need comprehensive change and incident management services, or prefer to maintain process control, Core adapts to meet your specific requirements.

Our Customer-First Approach

Our commitment to exceptional IT service desk support is powered by the enterprise-grade IT Service Management (ITSM) platform, ConnectWise, recognised in the Gartner Magic Quadrant.

This platform is the backbone of our support operations, offering ITIL v4 aligned capabilities and the flexibility to integrate with your existing ITSM tools as needed.

The Core service desk is designed to cater to a variety of support scenarios, including:

- Standard business as usual (BAU) support, focusing on objectives like cost management, service quality enhancement, and user experience improvement. This allows internal customer teams to dedicate more time to strategic development, infrastructure, and operational enhancements.
- Addressing tactical and resource recruitment challenges.
- Facilitating the transition away from single suppliers to improve service quality and user experiences.

By prioritising a customer-first approach, Core stands ready to support your team's unique needs with our advanced, responsive, and adaptable IT service desk solutions.



Service Description - The Core Squad Approach

At Core, our Service Desk transcends traditional support frameworks, aiming not just to resolve technical queries but to empower your journey through technological transformation and business performance enhancement.

We introduce a tailored, high-calibre user support system through our unique **'Core Squad'** model. Each 'Squad' is a compact, specialised team of engineers, dedicated to providing service to an exclusive group or a few select customers (usually 3-4, subject to customer scale). This allows for a focused approach on distinct technologies, application realms, or specific industry sectors, propelling us to the forefront of FCR excellence.

A 'Squad' serves as the unified point of contact for our customers, guaranteeing uniform support quality, irrespective of time, location, or device. Within each Squad, a 'primary' desktop engineer is 'squad leader', curating a customer-centric knowledge base and ensuring its continual update. This primary engineer is supported by a 'secondary' and two additional engineers, with further assistance from our knowledge management experts within our service management office, depending on the scope of the agreement.

This model fosters a deep-seated familiarity and connection between the service desk and the end-users, crafting a service experience that is not only personalised and empathetic, but also highly responsive.



User Channels



Telephone

A dedicated direct phone number and intelligent phone system.



Self Service

Core's self-service online portal, available 24/7/365, is an easy method for end users to log any issues, queries or requests they may have.



Live Chat

A remote live chat support tool that allows users to connect to the service desk using a desktop app.



Email

A customer specific email address which is monitored on a 24/7 basis for new incidents and ongoing requests.

Support Request Management

Core's Service Desk is committed to efficient and effective support request management, with the goal of resolving issues swiftly within the assigned priority's resolution timeframe. **Our approach is methodically outlined in the steps provided:**



1. Record/Triage

Upon receiving a support request, we meticulously log and categorise the issue to ensure it is addressed appropriately.



2. Investigate/Diagnose

Our team conducts a thorough investigation and diagnosis to understand the root cause of the issue.



3. Update

We maintain transparent communication with the user, providing regular status updates throughout the process.



4. Resolve/Close

Our objective is to resolve the issue at the first point of contact. If further action is needed, the engineer will progress the request personally, or escalate it to a specialised colleague.

We prioritise understanding and aligning with more than just your IT needs, extending beyond mere IT solutions to meet your strategic business objectives. In instances where immediate resolution isn't feasible, we prioritise continuity and clarity in our support, ensuring that users are kept informed until the successful resolution and closure of their support request.



First Contact Resolution (FCR)

As a responsive team, we will always strive for maximum FCR rates for our customers.

Our dedication to service excellence is reflected in our unwavering commitment to achieving the highest first contact resolution rates for our customers.

We take pride in our FCR metrics, **surpassing the industry's best practice benchmark of 70% with a consistent performance of 75-85% across our customer base**, often reaching and exceeding 90% for many.

Investments in our team, our methodologies, and our technological infrastructure, ensure that from day one, our customers benefit from first contact fault resolution rates that not only meet the 70% benchmark, but are continually optimised for even better results.

At our service desk, each engineer possesses a high level of expertise, evidenced by at least one current Microsoft role-based accreditation or the prior equivalent of MCP/MCIPT, or foundational certifications such as ITIL Foundation, CompTIA A+, or CompTIA Network+. This means you gain immediate access to elevated second-line skills and knowledge. Our team stays on the cutting edge of technology, continually updating our knowledge and certifications to expertly handle a diverse range of technologies across our customer spectrum.

A grid of seven Microsoft Solutions Partner accreditation logos. The logos are arranged in three rows: the first row has two logos (Infrastructure Azure and Data & AI Azure); the second row has two logos (Digital & App Innovation Azure and Modern Work); the third row has one logo (Security) and a dark grey box labeled 'Specialist' containing 'Adoption and Change Management', 'Teamwork Deployment', and 'Modernize Endpoints'.

Two certification logos: the British Assessment Bureau (BAB) ISO 27001 Information Security Management System certification and the Cyber Essentials Certified logo.



Enhancing Remote Capability

Our adept remote support operations significantly reduce the need for physical desk-side assistance. **This efficiency stems from two key factors:**

- Our service desk team's technical proficiency enables us to offer a comprehensive support service across the user environment. When it comes to incident management, the necessity to escalate for user support is infrequent, reserved only for occasions where an issue demands an on-site intervention, such as the replacement of defective equipment or peripherals.
- Our refined remote service methodology, equipped with advanced tools and processes, allows us to consistently attain resolution rates of over 99% for incidents. This not only streamlines support, but also ensures swift and effective resolution of issues, minimising disruption and downtime for users.

A laptop screen showing a graphic with a globe background. A red box contains the text '75%' and below it, 'Consistently high First Contact Resolution rates of 75% or more'.

Our Shift-Left Approach

The shift-left strategy is at the heart of our service, enhancing business knowledge and contributing to **consistently high FCR rates of 75% or more.**

By incorporating this approach as a standard feature, we challenge the conventional workflow, and propel resolution and fulfilment duties directly to the service desk.

This strategic move adds immense value by enabling our engineers to resolve incidents on the spot, significantly reducing the need for escalation.





+85

NPS



94.6%

CSAT

World-Class User Satisfaction

Our commitment to World-Class user satisfaction is as strong as our performance in FCR. The Core culture prioritises a customer-first mindset, aiming for exceptional end-user contentment.

With Net Promoter Scores (NPS) recognised as 'World-Class' when above 70, we are proud to report an **outstanding NPS of +85**, alongside a **customer satisfaction (CSAT) score of +94.6** in 2024!

We emphasise the importance of customer feedback as a vital indicator of service quality, actively gathering insights through satisfaction surveys. To encourage participation, we offer a **£10 donation to a UK-based charity** selected by the end users who complete our feedback form, reinforcing our commitment to both service excellence and community support.

Ready to elevate your IT support experience?

If your goal is to boost business performance, elevate employee productivity, enhance user satisfaction, fortify security and compliance, while efficiently managing costs, Core stands as your premier IT partner, ready to address and exceed your IT requirements.

With our industry-leading First Contact Resolution rates, World-Class user satisfaction scores, and a robust shift-left strategy, Core is not just a service provider; we are your IT partner in success.

Take the first step today!

Don't let IT challenges slow your business down. Contact us to learn more about how Core can transform your IT operations, enhance user satisfaction, and contribute to your success story.

Speak with one of our experts to tailor a support solution that aligns with your unique needs.

[Schedule a consultation](#)

Find out if you're eligible for a **15% RRP discount** on Microsoft licensing, and discover the opportunities in your environment for optimisation that can **save you up to 40% on your cloud spend**.

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With Core, advanced IT support is just the beginning. Connect with Core today.