

# SERVICE DESK / IT OPERATING CENTER



[cayusecommercialservices.com](http://cayusecommercialservices.com)



## IT SERVICES ALIGNED WITH YOUR WORKFORCE, YOUR PROCESSES, AND YOUR GOALS

Your Service Desk needs to meet the requirements of your business. Shifting internal fixed costs to remote managed services can improve scalability, reduce your IT budget, and allow you to focus on core competencies while offloading technical support.

Cayuse is a trusted provider of 24x7x365 tiered service levels that resolve service desk tickets, report defects, escalate support, and track KPIs. With a well-staffed and highly trained team, Cayuse manages your service desk to support your business objectives for maximum efficiency and productivity.

### HOW WE CAN HELP

By leveraging IT tools, businesses gain confidence through remote services that meet expectations and save time and money. Tiered service levels are used to provide the right type of support. Customer satisfaction surveys and metrics are used to help assess the quality and effectiveness of services delivered while identifying areas for improvement.

### Partnering with Cayuse, your business can:

- Reduce fixed IT costs and lower overall spend
- Avoid expensive upgrades in internal systems and hardware - free up your IT budget for other priorities
- Offload headcount and management of service desk personnel
- Improve response times and ticket resolution with experienced tier-based support
- Scale easily and on-demand
- Monitor performance and usability in tandem with adjustable service levels



Cayuse is a 100% Native American-owned company. As a certified diversity provider, Cayuse offers companies the opportunity to support Native Americans and Native Hawaiians while receiving world-class services at a competitive price.

Scott P. Hammond  
Senior Managing Director  
541.278.8442  
[scott.hammond@cayusecs.com](mailto:scott.hammond@cayusecs.com)

Nic Endicott  
Senior Manager  
541.240.1914  
[nic.endicott@cayusecs.com](mailto:nic.endicott@cayusecs.com)

Amanda Owen  
Delivery Manager  
541.429.5069  
[amanda.owen@cayusecs.com](mailto:amanda.owen@cayusecs.com)