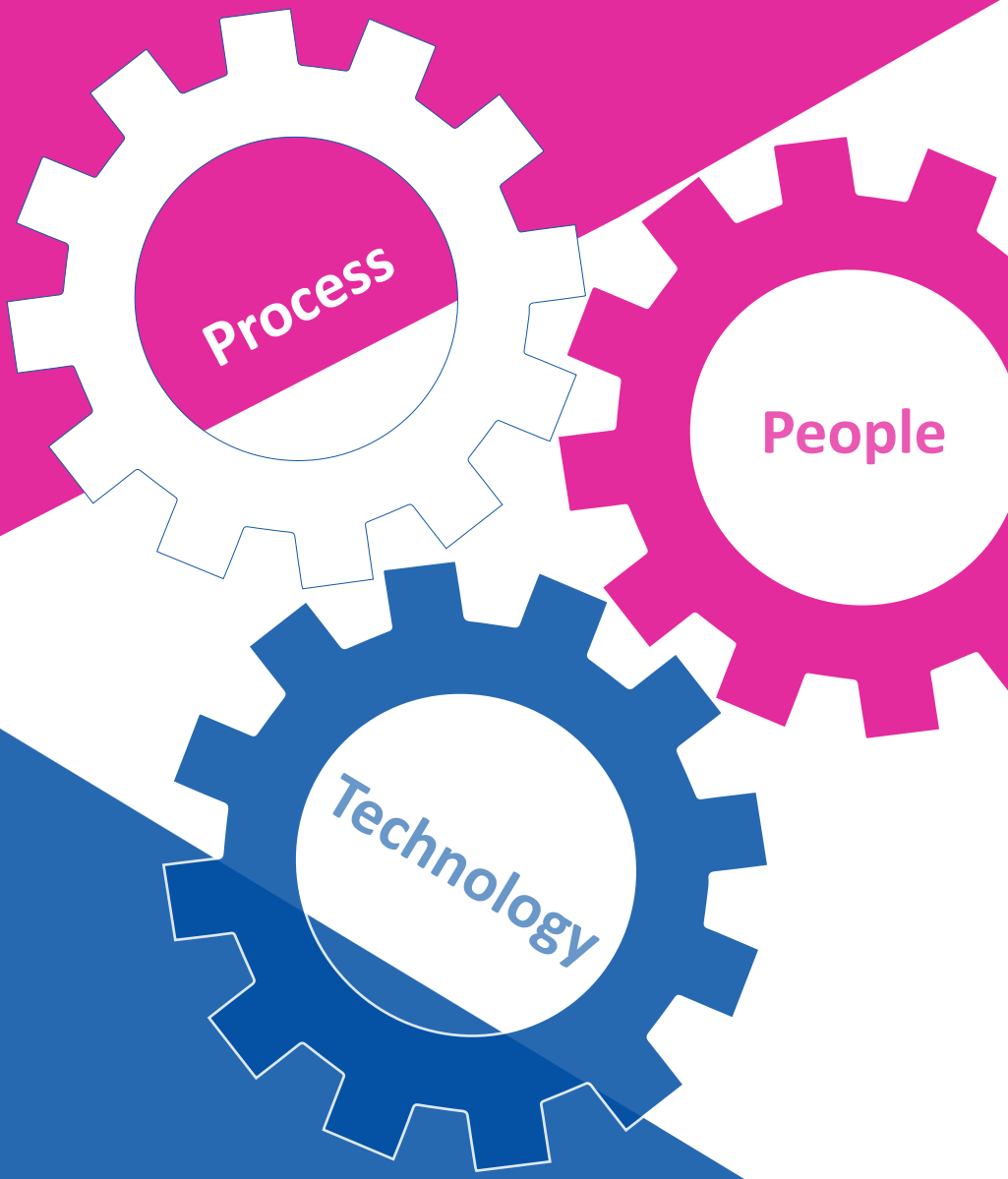
IT Support Services



Pink Elephant is an international knowledge leader in the field of business innovation and business change. With advisory and IT services, Pink Elephant draws the best out of its clients, by translating knowledge and creativity of the people in these organisations into tangible results.

About Pink Elephant

Since its foundation in 1980, Pink Elephant has recognised an important synergy between company objectives and the knowledge and entrepreneurship of people, as well as the way in which IT contributes significantly to making innovation possible and to the increasing power of discernment in the market.

Pink Elephant operates in more than 20 countries and provides business and management consultancy and other services, such as Business App Services, IT Services and Training Services.

Our key focus is your productivity and providing your organisation with cost effective IT Support Services. Our client requirements are always different, however the common reason amongst them all is the need for a high performing, best practice driven and economically efficient IT function.

We aim to give your organisation the peace of mind to develop, and for the people employed within it to concentrate on the aspects which they have skills and interest in, whilst we provide the support for you and your systems to enable your organisation to thrive.

Pink Elephant offers a number of proven service models which include Managed IT Support Services and IT Resourcing. Each service we offer is drawing on experience gained from over 25 years of delivering IT Support Services to global clients across all industries.

Managed IT Support Services

- Service Desk
- Application Support
- Technical Support
- Process Administration

IT Resourcing

- Service Management
- IT Security
- Project Management
- IT Governance

Managed IT Support Services

Service Desk

The Service Desk is the window into IT Services. When things go wrong on the Service Desk, the organisation's perception of value to the business that the IT department delivers can suffer. More importantly, the reputation of the people managing IT Services will also suffer.

Ask any experienced consultant and they will tell you that the typical starting point for any improvement initiative based on IT Service Management best practice is at the Service Desk, and the Incident Management process which guides its activities.

Improvements to this area are seen to be relatively quick to obtain with a high benefit to the business customer without requiring major organisational change, but critical to success are the people providing the customer support activities.

The Pink Elephant Managed Service Desk places the emphasis on the staffing, management and improvement of your customer's single point of contact to IT. Pink Elephant provides certified, experienced people at the "peak of their enthusiasm" to deliver this critical element of customer service excellence, based firmly on ITIL® best practices.

The deployment of the team is carried out using a proven transition plan suitable for any organisation and provides immediate access to globally tested ITIL® processes and procedures, fully documented, allowing for the implementation of key best practice disciplines at day one.

Technical Support

Provided as a standalone service, or as part of a Managed Service Desk solution, our Tier 2 technical specialists connect with your customers remotely to troubleshoot and resolve typical desktop issues or tailored customer solutions.

We can use your existing remote support technology or deploy Bomgar, the world's most secure remote access software. With Bomgar Enterprise Remote Support software we are able to access and support nearly any remote computer or device, troubleshoot or provide project rollout training... all with the highest levels of security.

Application Support

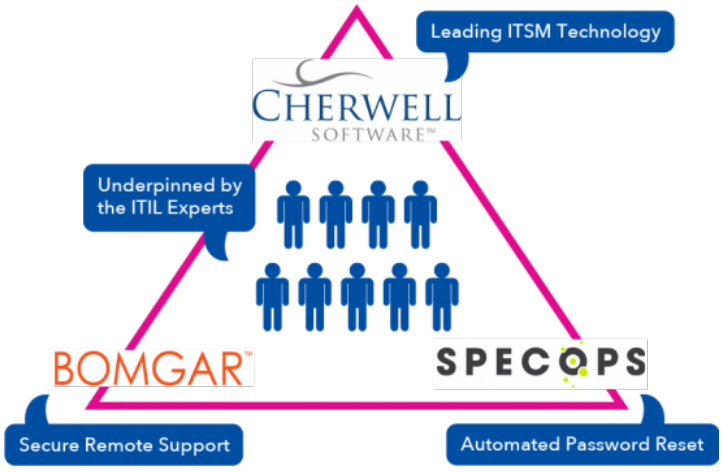
Pink Elephant offers a full spectrum of application development and support services along with flexible contracting arrangement to manage your application portfolio. We use a proven ITIL-based approach. Unlike other large, global outsourcing companies, we quickly adapt and tailor our application management solutions to meet your unique specifications.

We guarantee stable performance for customised, as well as pre-packaged applications through on-going and proactive maintenance, development to keep pace with your business, surveillance and protection of critical data. In short: we manage your applications so you can focus on your business.

Process Administration

Whilst the primary function of the Service Desk is to manage Incidents and Service Requests, our customers often require resources that are able to assist in the management of the wider Service Lifecycle within the organisation. Building on Pink Elephant's significant experience we deploy individuals, from within our compliment of ITIL certified staff, to deliver process administration in support of your ITSM strategy.

Let the world's leading IT Service Management organisation manage your Service Request, Incident, Problem or Change process workloads, all underpinned by detailed reporting.



IT Support Services

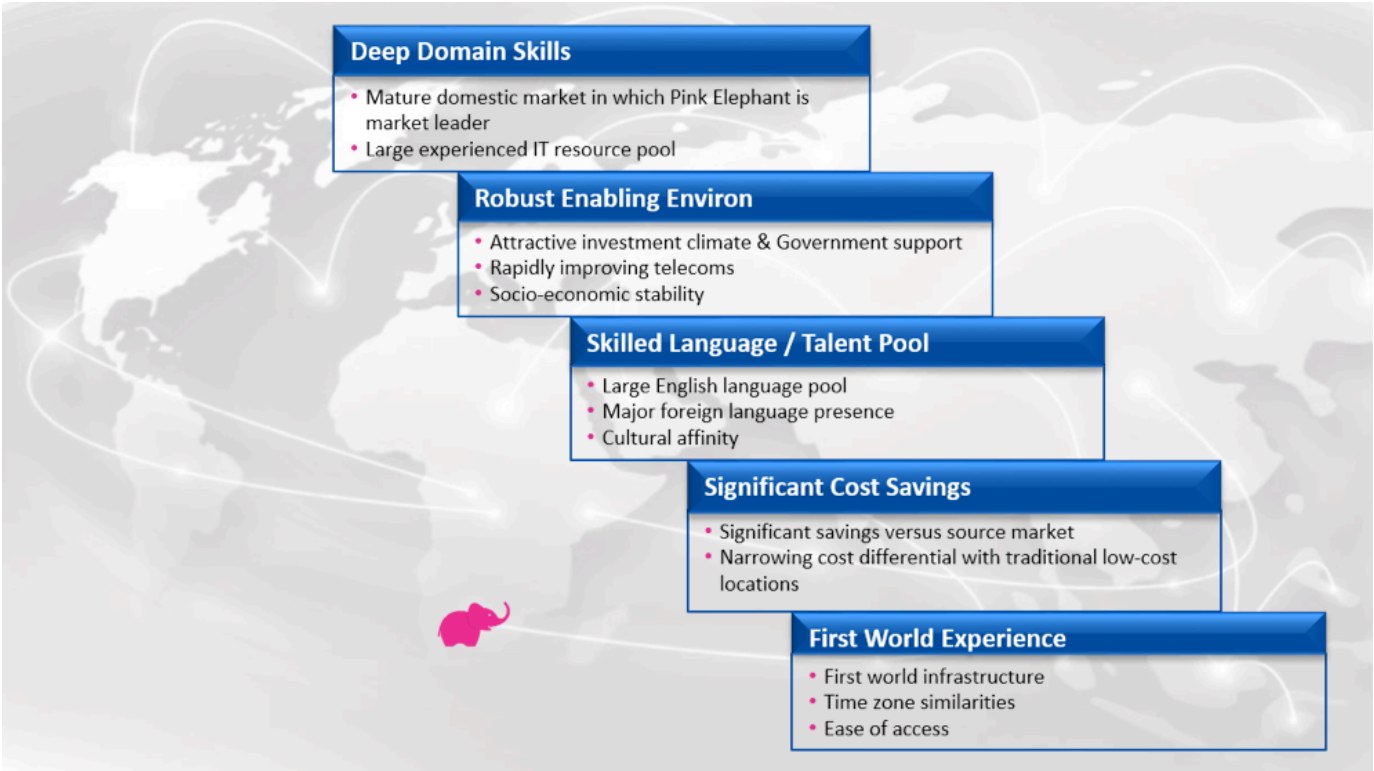
Pink Elephant's 24·7·365 Service Centre

The Pink Elephant Service Centre builds on our track record in Service Management in order to deliver exceptional skills and customer service for our global customers. Our working practices are based on globally recognised frameworks such as ITIL and SDI with all staff certified in these two frameworks.

Staff regularly receive education and training to continually develop their own capabilities, ensuring high levels of enthusiasm are maintained in order to deliver service excellence for our customers.

Located in Johannesburg, South Africa, we have access to a large resource pool to meet client requirements with regards to both skills and languages. Not every client has the technology in place, or may be unable to provide remote access, and so we provide the option to utilise powerful best of breed technologies that we have in place and ready to go.

With our deep understanding of how your single point of contact should operate within the wider ITSM organisation, Pink Elephant is able to offer you a step change in attitude and results in a relatively short time frame.



IT Resourcing

We are specialists in interim resourcing, flexible resourcing and permanent hires within the domains of Service Management, Project Management, IT Governance and IT Security. As experienced consultants within the industry we have worked on roles with a variety of organisations ranging from providing a complete Service Desk Team right through to CIO's and everything in between.

Pink Elephant provides solutions to organisations of any size. We have a diverse bench of IT professionals to deploy, along with our Pink Associate network of qualified independent consultants, to fulfil any of your requirements. We deliver the right person for your organisation in a timely and cost effective manner.

Resource on Demand

We provide IT specialists when you need them – helping you meet ever – changing business needs. Pink Elephant offers IT contract recruitment services to clients throughout the UK for any period from 1 week upwards. Whatever your temporary situation, we've got the ability and capacity you need to take on the challenge. We can assemble entire teams to tackle complex or multiple staffing assignments. Or we can focus on that one specific individual that you need to keep growing your business.

Aside from the flexibility of engagement periods, we are widely recognised for our responsiveness in being able to fill a temporary position at short notice. We make it our business to maintain a robust network of highly sought-after people to ensure our clients have an instant advantage. By providing you with known individuals from Pink Elephant's internal and associate resource pools, we ensure your requirements can be met more effectively in a shorter space of time.

- We have access to our own permanent staff and an extensive network of like minded industry professionals and trained search and selection consultants
- Full access to all of the Pink Elephant capability and expertise in project delivery. Tried and tested practices, templates and experience ensure a low risk, high quality delivery
- Agility, Flexibility: we will provide the best people to meet your specific requirements, for as long as you need them, through entire projects or individual mandates
- Staff employed by Pink Elephant, so no HR management issues
- No need to worry about attrition as 'churn' is built into the service – we will worry about career progression issues
- Superior service – we will continuously search for improvements, with the back-up of one of the world's leading IT Service Management authorities
- Fixed monthly costs and no more recruitments fees
- Transfer to Permanent Recruitment Services should you wish to employ any personnel

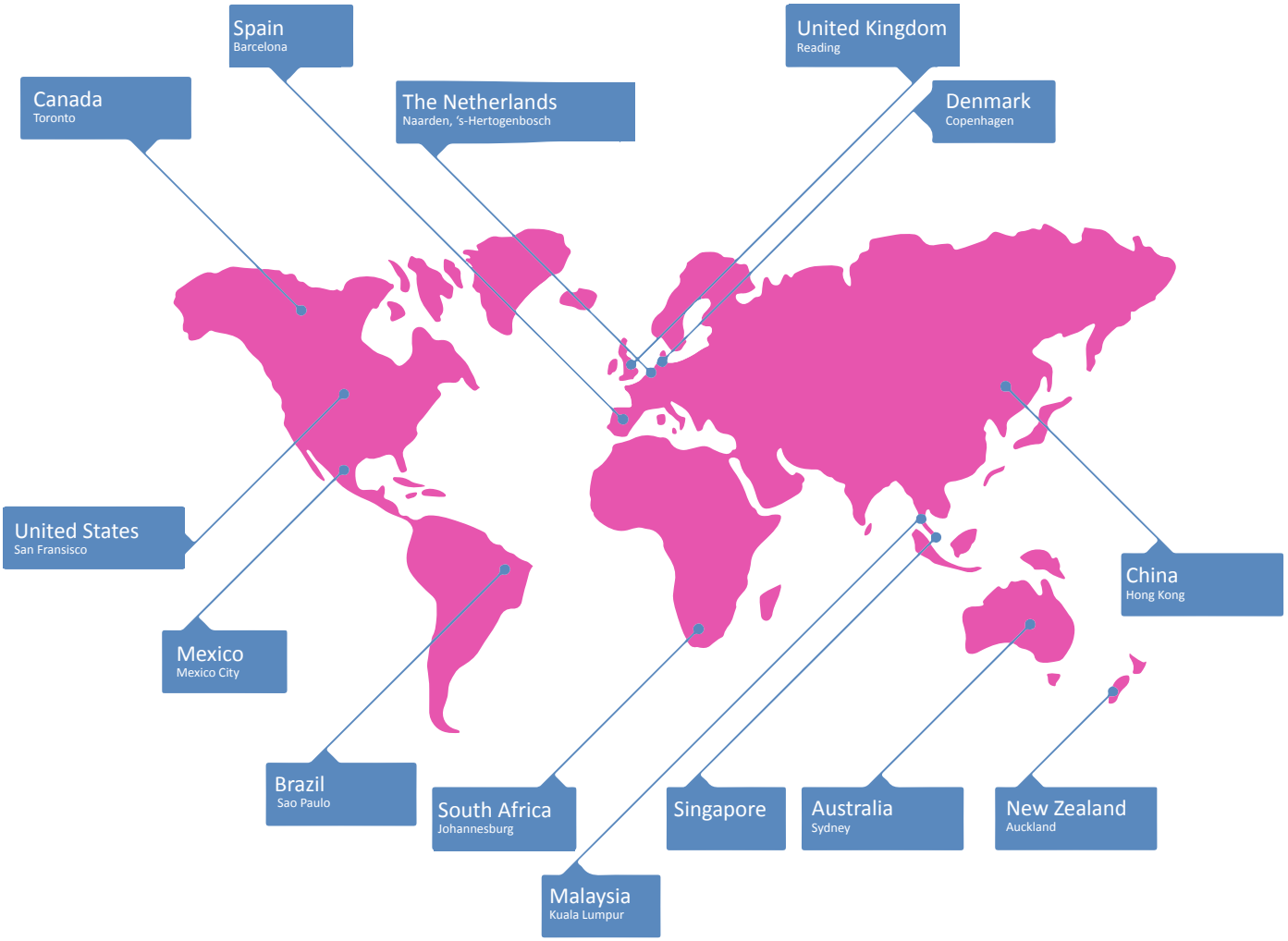
Permanent Recruitment

Let's get straight to the point, Pink Elephant is not a recruitment agency, but we do know what kind of people you need to deliver and support quality IT Services within your organisation and we know how to get them – we've had over 24 years' experience of hiring and developing IT Service Management (ITSM) subject matter experts.

Because our consultants have a wealth of experience in this field, we have the knowledge and insight in planning, delivering, operating and controlling the IT services you offer. More importantly, we know how to find the right candidates for you to achieve these goals. We do not simply search our database and then forward CV's on to you. We take a detailed brief of the role and agree a person specification with you. We then select potentially suitable candidates from our extensive network and contact these to confirm their interest in your vacancy. We arrange face-to-face interviews as determined by your candidate shortlist and assist as necessary in achieving a satisfactory conclusion to the recruitment process.

- Pink Elephant knows the Service Management Industry inside out and back-to-front
- Pink Elephant will put the successful candidate through a 'Service Induction' course, ensuring the candidate has the required knowledge and certifications
- Customer 'messaging' may be incorporated in the Service Induction
- Partnership approach guided by trust, transparency, respect and performance to ensure we add maximum value over the long-term by fully understanding your business
- Communication throughout the entire recruitment process from your dedicated consultant so you always know what's happening, with the level of communication you require
- Once employed – no-contact guarantee

Pink Elephant Worldwide



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Translating Knowledge into Results

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