

# IT Support & Resourcing



**PINK** Expect more.  
Expect Pink.

Training | Consulting | IT Support | IT Resourcing | Technology

## About Pink Elephant

Pink Elephant is a global thought leader in the IT Service Management industry with almost 40 years of experience. 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.

Pink Elephant operates in more than 10 countries and assists organisations across the globe to create synergy between business and IT with our Training, Consulting, IT Support and Technology services.

Our key focus is your productivity and providing your organisation with cost-effective IT Support Services. Our client requirements are always different, but there is always a common need for a high-performing, best practice-driven, and economically efficient IT function.

We aim to provide the right support for your organisation and its IT systems so that there is the peace of mind to develop and thrive, and so that staff can focus on their skills and interests. Pink Elephant offers a number of proven service models, including Managed IT Support Services and IT Resourcing. Each service we offer draws on experience gained from over 20 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

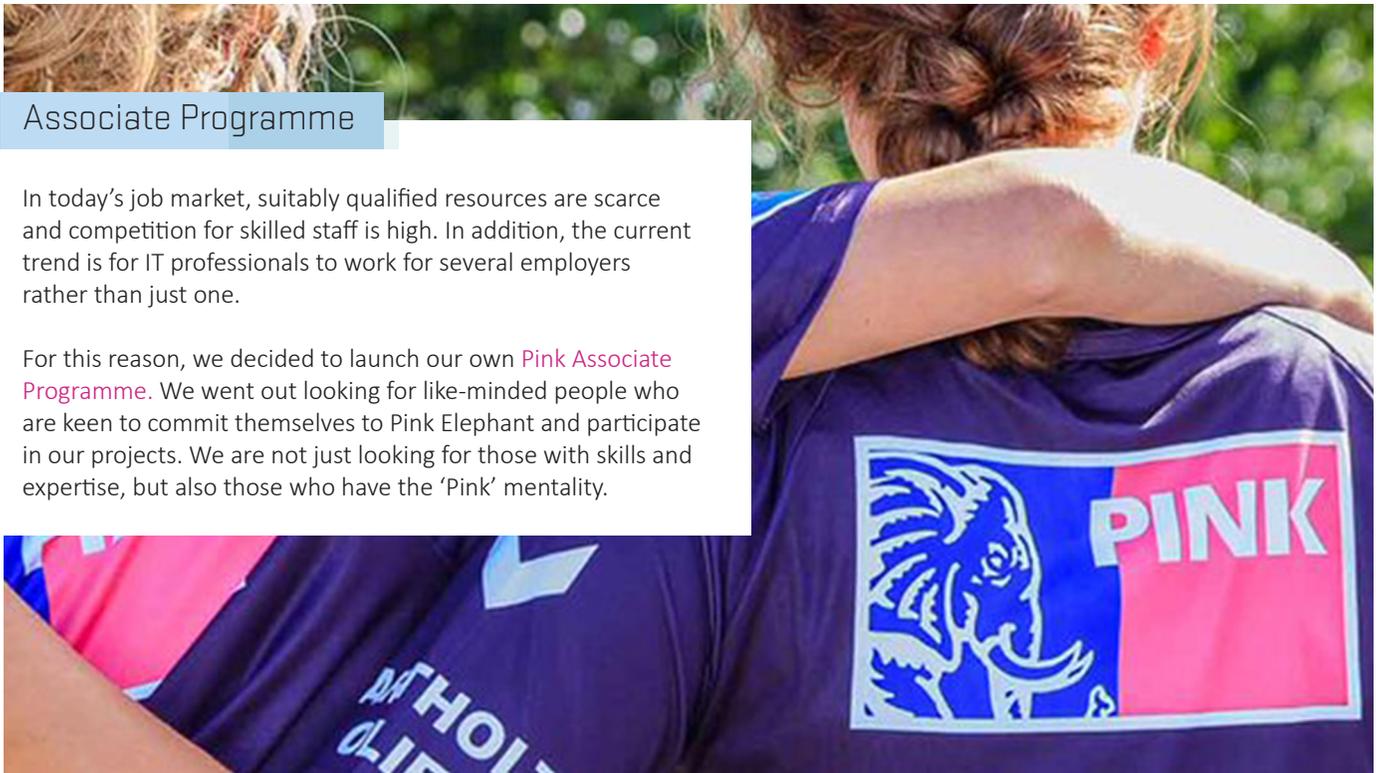
Project Management

IT Governance

### Associate Programme

In today's job market, suitably qualified resources are scarce and competition for skilled staff is high. In addition, the current trend is for IT professionals to work for several employers rather than just one.

For this reason, we decided to launch our own **Pink Associate Programme**. We went out looking for like-minded people who are keen to commit themselves to Pink Elephant and participate in our projects. We are not just looking for those with skills and expertise, but also those who have the 'Pink' mentality.



# Pink Elephant's 24-7-365 Service Centre

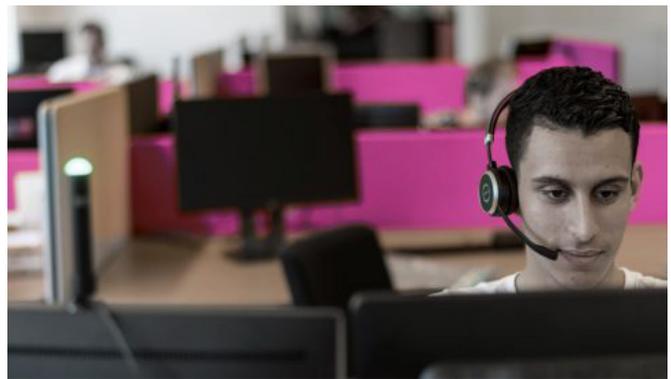
The Pink Elephant Service Centre builds on our track record in Service Management to deliver exceptional skills and customer service for our global customers.

Our working practices are based on globally recognised frameworks such as ITIL and SDI, with all staff certified in these two frameworks.

Our staff regularly receive training to continually develop their own capabilities and maintain high levels of enthusiasm in order to deliver service excellence.

Located in Johannesburg, South Africa, we have access to a large resource pool to meet client requirements with regard to both skills and languages. We recognise that not every client has the technology in place, or has the ability to provide remote access, so we provide the option to utilise powerful "best of breed" technologies that we have installed 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 change in attitude as well as positive results within a relatively short time frame.



# Managed IT Support Services

## Service Desk

The Service Desk is the front-facing representative of a company's 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.

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

Improvements in this area are usually relatively quick to obtain – the business customer will benefit greatly without the need for major organisational change. However, critical to the success of these improvements are, of course, 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 the IT department. 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 from the outset.

## Technical Support

Provided as a stand-alone 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 to troubleshoot or provide project rollout training – all with the highest level of security.

## Application Support

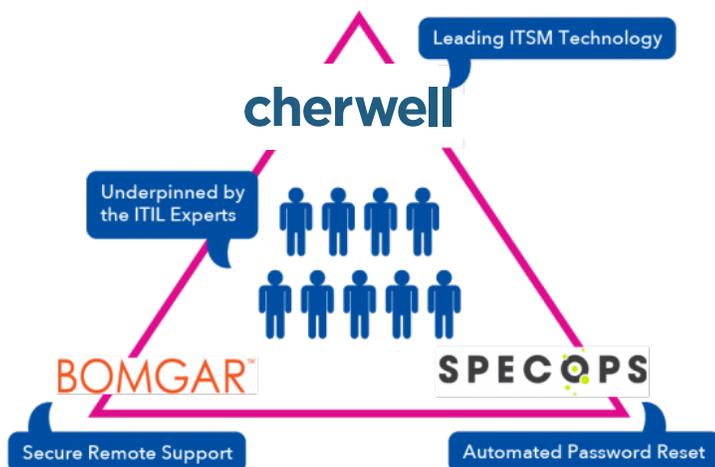
Pink Elephant offers the full spectrum of application development and support services, along with a flexible contracting arrangement, to manage your application portfolio. We use a proven ITIL-based approach and – unlike other large, global outsourcing companies – we quickly adapt and tailor our application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

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

## Process Administration

While 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 high level of experience, we deploy individuals from within our database of ITIL-certified staff to deliver process administration for your ITSM strategy.

Use our services, and you will 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 Resourcing

We are specialists in interim resourcing, flexible resourcing and permanent hires for Service Management, Project Management, IT Governance and IT Security domains. As experienced consultants within the industry, we have provided recruitment solutions for a variety of organisations, from staffing a complete Service Desk Team to sourcing CIO's.

No matter what size an organisation is, Pink Elephant can choose from a large portfolio of IT professionals, and from our Pink Associate network of qualified independent consultants, to fulfil any requirements. We can deliver the right person for your organisation in a timely and cost-effective manner.

## Contract Recruitment

We provide IT specialists when you need them, helping you to meet ever-changing business needs. Pink Elephant offers IT contract recruitment services to clients throughout the UK for any period from one 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 recruiting that one specific individual who will help you grow your business.

Aside from the flexibility of hiring periods, we are also widely recognised for our fast response time in filling a temporary position at short notice. We make it our business to maintain a robust network of highly sought-after professionals to ensure our clients have an instant advantage. By providing you with known individuals from Pink Elephant's internal and associated 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

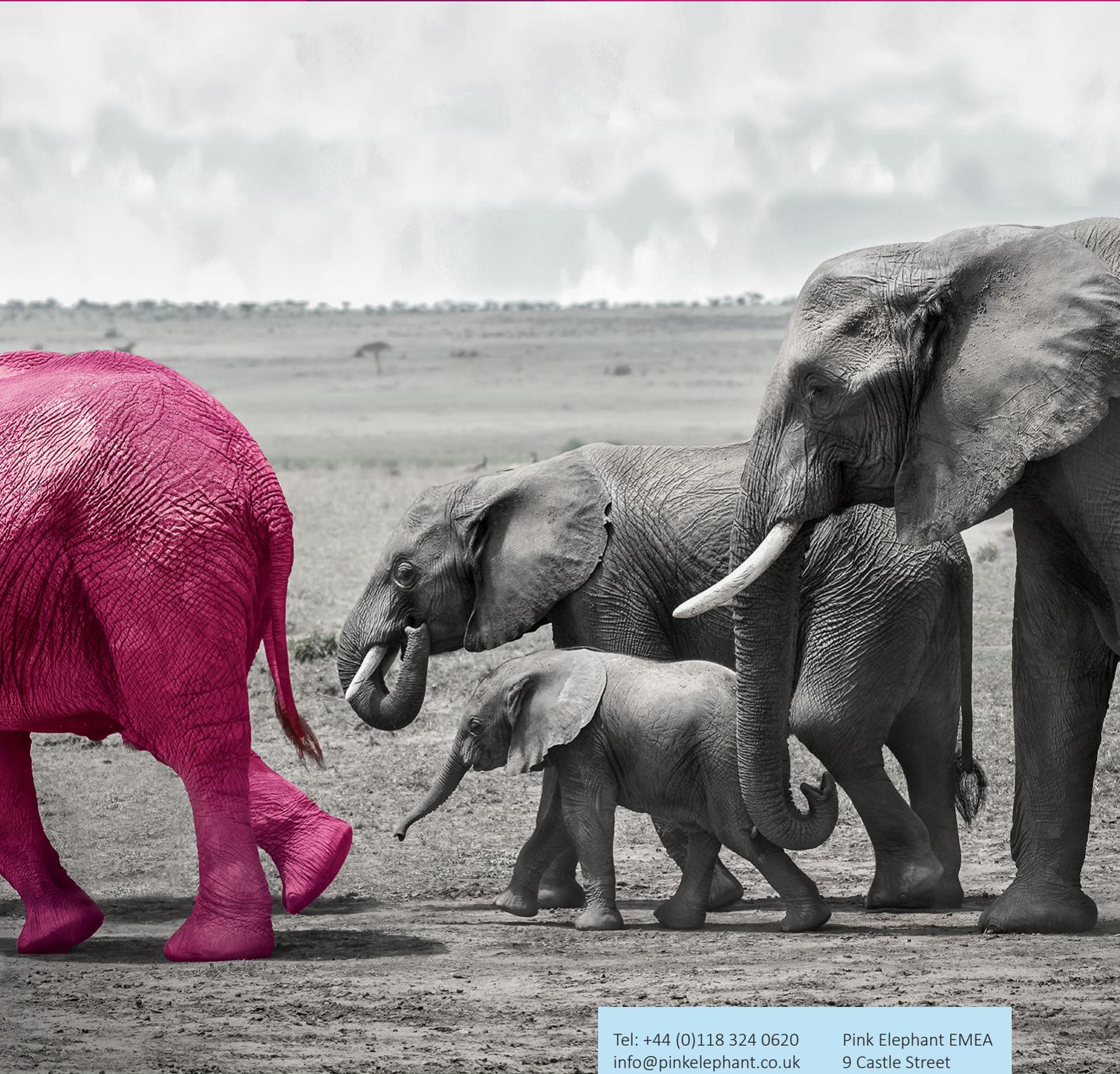
## Permanent Recruitment

While Pink Elephant does not run a recruitment agency, we are highly skilled in finding and deploying the right professionals to deliver and support quality IT Services within your organization. We have more than 24 years' experience in hiring and developing IT Service Management (ITSM) subject matter experts, so you can rely on us to match the right person to the right job.

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 on CVs 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

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