Dr. Vellore K. Sunder

OUTSOURCING
and
Customer Satisfaction

A Study Of PC Help-Desk Services

Outsourcing And Customer Satisfaction A Study Of Pc Help Desk Services Paperback

L. Willcocks,W. Venters,E. Whitley

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strategic decisions on cloud technology including its capabilities how it can be implemented securely and the way forward for the next ten years **Canadian Periodical Index** ,1965 **International Abstracts of Human Resources** ,2006 **Findex** ,1993 **Business Periodicals Index** ,1999 Current Awareness Abstracts ,1996 A review of information management literature **The Linton Recommended Training Suppliers & Consultants Directory** ,1996 *Library & Information Science Abstracts* ,2000 **Chicago Tribune Index** ,1995 *F&S Index United States Annual* ,1999 *CFO* ,1995 Creating A Customer-Focused Help Desk Andrew Hiles,Yvonne Gunn,2000-06-30 This volume came about as a result of the authors own practical experience in Help Desk operation and management and of hundreds of workshops the authors have conducted world wide over the last fifteen years It is intended to be a practical reference guide but the suggestions checklists and templates all need to be interpreted and amended in the light of the culture technology service maturity and constraints of each individual organization Delegates frequently ask us What is the best Help Desk software package or What is the best way to set up a Help Desk Our only response has to be Best for whom It all depends A key objective of this book is to show how and why It all depends and to provide readers with the best possible information on which to understand and evaluate options and to select the best for them If there is one thing we have learned over the last years it is this Good service has no history Bad service has infinite history Based on extensive feedback from delegates from most of the Fortune 1 000 companies who have attended courses presented through Frost Sullivan Europe AIC South Africa Monadnock UK The Infomatics Resource Centre UK IIR UK Digital Equipment UK Logtel South America CEL Asia Pacific UPMOCL Middle East Finborough Seminars as well as delegates of in company training for organizations like Dow Europe Switzerland The Intervention Board BP Shell International Petroleum Logica UK Arthur Andersen UK Rolls Royce UK Global One Germany and USA Caterpillar Switzerland GAK Netherlands European Commission Belgium Transnet South Africa Sun Valley UK Nikon Precision UK

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