

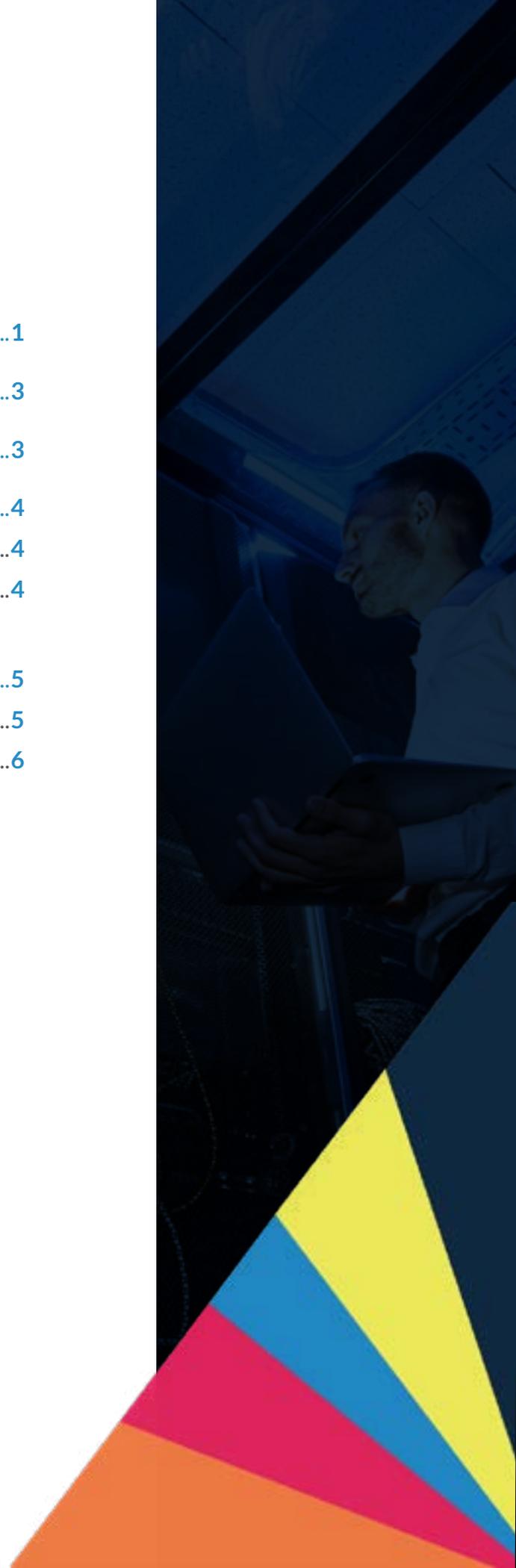


Behind Every Great Company is a Great Service Desk

Why Modern IT Support is Key to Elevating Your
Employee Experience

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Introduction

Performance, productivity, and innovation don't happen in a vacuum—they're made possible by the people behind your business. And to empower those people, you need support systems that don't just react, but anticipate. That's the role of a modern Service Desk: not a help line, but a strategic partner in your organization's growth.

For mid-market companies navigating growth, digital acceleration, and rising expectations, IT support can be either a friction point or a force multiplier. A truly great Service Desk does more than solve problems—it builds confidence, removes barriers, and enables your teams to focus on what they do best.

This guide explores how partnering with an experienced Service Desk partner can elevate your employee experience, drive business momentum, and give your internal IT teams the freedom to lead strategically. You'll discover why forward-thinking businesses are upgrading their approach to IT support—and how Compugen Systems Inc. helps make that possible with enterprise-grade tools, mature processes, and a people-first mindset.

The Challenge: Growth Without the Drag of IT Bottlenecks

The reality is: most mid-market companies are growing—revenue is up, digital investments are increasing, and business confidence is high. But at the same time, IT support models aren't scaling at the same pace. That creates a friction point.

Hiring internal IT support is expensive, time consuming, and hard to scale efficiently. The average mid-sized business spends months filling just one technical support role—if they can afford to at all. Meanwhile, every ticket your team can't resolve quickly is more than just downtime. It's lost productivity, frustrated employees, and missed opportunities.

That's why now is the moment to rethink the Service Desk—not as an afterthought, but as a core component of operational excellence.



Help Desk vs. Service Desk: Why the Difference Matters

Help Desks were built to fix what's broken. Service Desks are built to keep the business running.

While a Help Desk handles basic incident response, Service Desk is embedded in your operations and offerings:

- **Proactive support:** Monitoring, issue prevention, and root cause analysis.
- **Process maturity:** ITIL-aligned workflows, knowledge bases, and automation.
- **Business alignment:** Clear Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) tied to business outcomes, not just technology metrics.
- **Better experience:** Omni-channel access, user sentiment tracking, and seamless escalation paths.

In short: Help Desks react. Service Desk' anticipate and empower.

The Value of a Strategic Service Desk Partnership

Enhancing your IT support experience isn't about replacing your team—it's about strengthening it. A dedicated Service Desk partner integrates seamlessly with your environment, giving you access to enterprise-grade maturity and talent without the overhead of building it alone.

Here's how Compugen helps:

- **Reach maturity faster:** No need to build from scratch. Tap into proven tools, automation, and experience.
- **Strengthen your team:** Complement internal resources with specialized professionals.
- **Scale with confidence:** Add support as needed, especially during major tech shifts, roll-outs, or growth spurts.
- **Stay connected with onshore coverage:** Compugen provides bilingual, 24/7/365 support from within North America—so your teams always get a consistent, connected experience.

Business Outcomes You Can Expect

A Compugen System's Managed Service Desk delivers more than issue resolution. It becomes a foundation for:

- **Faster time-to- resolution:** Higher first-call resolution and fewer future escalations
- **Improved sentiment + satisfaction:** The Service Deck becomes the face of IT, improving trust and your employee experience across the organization.
- **Operational productivity:** Automations reduce busywork and knowledge bases improve self- resolution.
- **Retention + morale:** Internal IT teams are freed up from ticket triage and able to focus on high-value strategic work.



Case Study: Enabling 24/7/365 Service Desk for a Leading U.S. Environmental Firm

Overview

When a North American environmental excavation firm with over 1,500 employees needed 24/7 support solution to keep its field teams running, Compugen Systems' delivered. The client's IT staff had been stretched thin; *acting as both support agents and project leads.*

Compugen Systems' implemented a remote Service Desk

- that operated 24/7/365,
- took full ownership of ticket intake and routing, and
- delivered measurable improvement in resolution speed and sentiment.

The outcome: Faster field support, reduced internal burnout, and better budget predictability.

The Story

With offices across North America, this customer is one of the continent's largest environmental services companies, with more than 30 years of experience providing non-destructive, hydrovac excavation services for the oil and gas, power, municipal, transportation, industrial, and commercial construction industries. The company builds its own custom hydrovac trucks that use integrated high-pressure water and vacuum systems mounted on a truck chassis to safely expose buried infrastructure or to prepare an area for future work. It has 1500+ units in fleet, with the largest hydrovac fleet in North America.

While they provide 24/7/365 support to their own customers, their IT Help Desk hours were only open five days a week, eight hours a day, in one US time zone. Their internal IT resources were stretched thin taking in support requests and then actively helping resolve them. The company wanted to free them up to be able to work more proactively and strategically and saw an opportunity to resource their Service Desk.

Previously, Compugen Systems had been there to help this organization triage an issue when some of their existing IT partners weren't as readily available. When they were experiencing an organizational-wide Internet outage, their firewalls went down too, leaving them vulnerable. The firewalls had been down for two days. Compugen Systems stepped in with an available firewall, and within 20 minutes of arriving at their corporate office, had them up and running again.

Compugen Systems' trademark level of service and its personal approach to problem-solving set the foundation for the Managed Services engagement; a first-of-its-kind contract for this organization.

The Compugen Systems' team has stepped in, working seamlessly with the organization's internal IT team, wherever needed. Three months ahead of the Managed Services contract start date, the customer was initiating a major system upgrade for one of their back-end field applications and they needed extra support. Compugen Systems' provided four agents to help facilitate those calls and ease that transition.



Then in March 2020, Compugen Systems' went live with IT Help Desk support, starting with five days a week/eight hours a day service and growing it to 24/7/365, so the customer's Support Desk is now fully remote and always available.

This means that their operators are able to connect with an IT agent to troubleshoot issues in real-time, saving them downtime in the field and keeping the flow of revenue going. It's also meant that their IT employees have been freed up to work more proactively on projects that strategically benefit the company. With the expansion of the Help Desk, Compugen also restructured the original agreement to give our customer consistent budgetary capabilities, by amending the payment terms from a per-user fee to a fixed service fee.

So, when this customer wanted to take their office reception position from in-person to fully remote, Compugen Systems was the first partner they thought of. Similarly, Compugen Systems has been the partner of choice to provide technical resources for some Microsoft project work, as well as, building out and hosting their service. The success and evolution of this partnership is exemplary of Compugen Systems' people-first approach; part of the client's team, the partnership has flourished.

“There is more value delivered than what is listed in a contract or scope of work. There is a personal investment in time and a commitment to understanding of what is important to each person.”

—Aaron, Compugen Systems Delivery Manager.

As Compugen Systems' integrations with this customer has grown, the partnership has evolved to encompass both strategy and execution. Compugen Systems helped the organization launch user surveys to better gauge and understand how the Service Desk was performing. Survey results are now consistently showing 99% customer satisfaction ratings month-over-month; a tremendous result for a team that has been working around the clock, 24 hours a day, every day of the year.

Summary

Great companies are built on great support. When your employees know they can get help quickly—without delays, dead ends, or disconnected service—they stay productive, focused, and satisfied. When your IT leaders can shift from firefighting to forward-thinking, innovation accelerates. A strategic Service Desk partnership with Compugen gives you the maturity of enterprise IT, the flexibility of a trusted ally, and the confidence to scale without limits.



Ready to Transform Your Managed IT Support?

Contact us today to schedule a consultation and discover how Compugen Systems' Service Desk can revolutionize your IT operations. Don't let IT challenges hold your business back—partner with Compugen Systems and thrive.

[SCHEDULE A CONSULTATION](#)

Compugen Systems Inc.

California. Colorado. Texas. The Carolinas. The Northeast.

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