

RDA Service Desk and Helpdesk

IT Support - when you need it

RDA Group provide both Service Desk and Helpdesk IT Support for our clients. Whilst the Service Desk is used as a first level support service for all clients, our Helpdesk gives a more channelled approach to specific clients that have previously contracted to it.

Whichever way your issue is responded to, your organisation can rest assured that every technical support request is dealt with in a prompt and professional manner.

“We offer a single point of contact for all of our clients during business hours within the working week.”

“RDA Group’s Helpdesk service improves customer satisfaction. By providing instant access to dependable support, it is the perfect solution for organisations with no internal IT team.”



RDA Service Desk - aiming to resolve issues remotely

The Service Desk is manned by a technical team who are available during business hours. If the situation cannot be resolved immediately on the phone, our team facilitate the recording of the incident details and then allocate the job for further assistance.

With national access via a 1300 number and a secure client web portal, you can rely on RDA to attend to your support request promptly. In the event that further support is required, the issue is escalated to our second level support engineers or consultants who aim to resolve urgent issues immediately or schedule an onsite visit.



RDA Helpdesk - your virtual IT support team

Beyond Service Desk support, RDA Group’s Helpdesk provides the ultimate solution for businesses that do not have the resources to attend to all technical employee requests internally, but require a significant amount of regular support.

Staffed by experienced IT professionals who are supported by dedicated systems engineers and consultants, IT Helpdesk support is a cost effective solution that will improve the efficiency of your entire workforce. With a high level of remote access we extend our ability to resolve all issues as soon as possible within the available hours of 8am to 8pm AEST and 6am to 6pm AWST.

Our Helpdesk support solution produces a monthly report which details calls made, actions undertaken, resolution times and escalated calls. This then forms part of a knowledge base which assists our technical staff with faster resolution of common issues, identifying potential network problems and increasing the quality of our service delivery through user training.