

Merck : Level 2 skilled service desk



Merck was looking to **outsource its level 2 service desk** for Belux covering networking, client server and telecom. The scope covered 4 sites and 1800 people.

Simac put in place a team of six service desk agents and one service delivery manager. Simac's service is **SLA driven**, we do not merely offer a team of 7 people.

