

Ensuring consistent service delivery to end users

Ulwembu Business Services delivers IT service desk management, helping to manage the service operations of its private and public sector clients, ensuring service delivery to their users against defined service levels.

As a result, we form a critical point of contact between the IT users and our client's IT services function. The service desk offering involves managing incidents and service requests, as well as IT-related communications with the client's users.

The managed service applies leading industry standards and can be applied to multi-vendor environments.

