

SERVICE DESK

MODIS ITO

EXACT FIT

CERTIFIED

MADE IN GERMANY

modis



75 %

of our customers have been trusting our service for 10+ years

300.000+

incoming requests, failure reports etc. are processed by our specialists every month

90 %

of IT requests are resolved directly by using the Service Desk solution portfolio

750+

employees from over 30 nations take care of our customers' service requests in more than 20 languages

125+

countries and above all the end users there are supported by our employees

100+

projects account for our experience in national and international IT support



Service Desk

1st Level IT Support

2nd Level IT Support

Transition Management

Service Management

Provider Management

Platforms

Ticket Systems

Knowledge Management

Portal Solutions & Self-Services

Customer Satisfaction Surveys

Service Automation

Consulting

Process Design

Solution Design & Implementation

IT Project Management

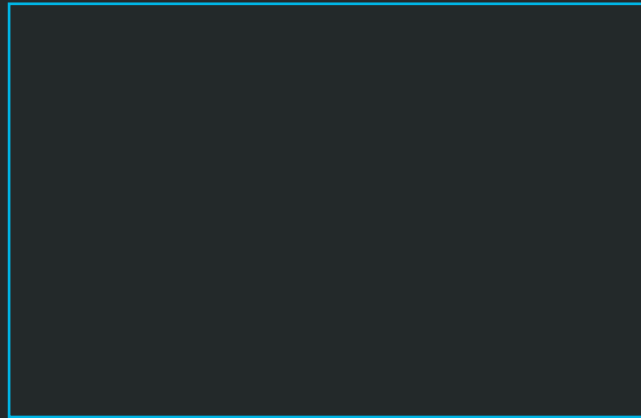
IT Analysis & Optimization


Innovation Workshops



FLEXIBLE. MEASURABLE. TRANSPARENT. SCALABLE. PROACTIVE.

Concentrate on your core expertise and
benefit from us!





Looking to relieve the pressure
on your IT?

Talk to us about the steps you need to take!

Your Service Desk is already being
managed externally?

All the more reason to get a comparison!



modis

Speaking the language of our customers - worldwide.

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