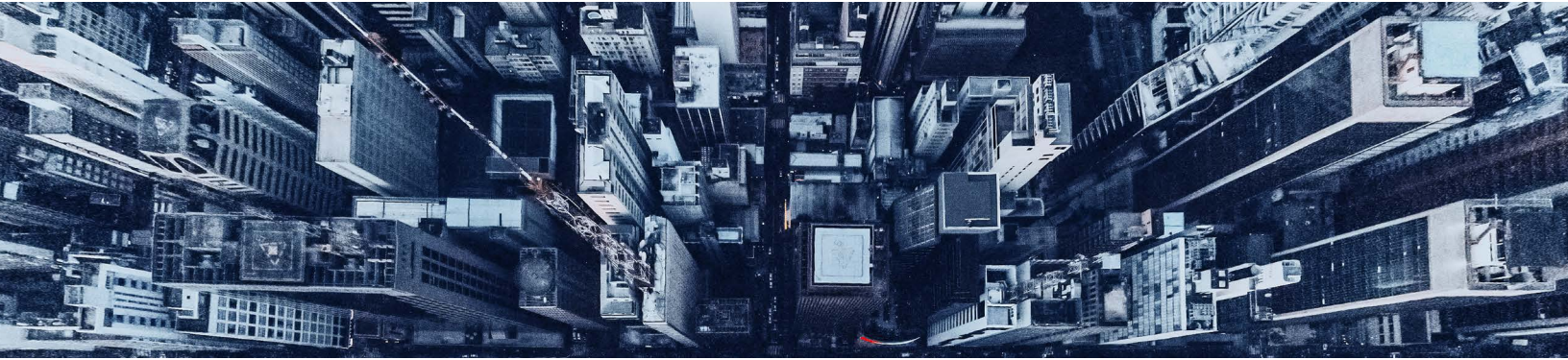




AGIO GLOBAL SERVICE DESK



Businesses today face a stark reality: employees are having exceptional experiences with the technology they use in their personal lives, but this isn't matched in the workplace. To succeed in our digital age, alternative investment managers must continually adopt emerging technologies and recalibrate their IT support offerings to capitalize on market trends.

This has forced the role of IT departments to adapt, responsible for updating and modernizing legacy systems while also integrating externally developed software and applications into the workplace. With this mounting reliance on technology comes greater demands on Service Desks and the IT departments that house them.

Enter Agio. Our 24x7x365 Global Service Desk is the single point of contact between your user community and the internal IT Team.

WHAT WE DELIVER

Agio Global Service Desk delivers end-to-end user support, both locally and globally. ITIL-aligned, this includes incident, problem, request and major incident management, as well as the management of departmental knowledge, and metrics on customer satisfaction and the effectiveness of the overall service. Proactively, we also review IT processes and functions with a big picture perspective.

On an average day, we:

- Respond to routine issues
- Isolate more complex issues and troubleshoot those issues with end-users
- Determine when to escalate tickets
- Act as a liaison between end-users and higher-level support and infrastructure teams to resolve issues

More specifically, Agio's Global Service Desk is defined by the following activities:

1. Event Management (Queue Driving)
2. Single Point of Contact Communication (Queue Driving SPOC)
3. Incident Management (Break/Fix)
4. Access Management
5. Request Management

TRANSITION FROM PROBLEM SOLVING TO ENABLING

Agio Global Service Desk helps IT teams within hedge funds, private equity firms, and asset managers move beyond fixing day-to-day IT issues to acting as a critical enabler of your technology operations and as the last line of defense when things go wrong.

We provide an omni-channel service, backed by our knowledgebase and documentation to arm our Service Desk engineers with the information they need to deliver a personalized experience that reflects your employee's role and capability. Specifically, Agio Global Service Desk prioritizes first touch resolution to return your employees to work more quickly, relieving your Tier 2 and 3 support groups, and increasing customer satisfaction and the reputation of the IT department as a whole. Then we shift from being reactive to proactive, leveraging cloud technology and advanced data analytics to identify and mitigate issues before they become widespread. Bring this all together, and the result is a service focused on three essential criteria: increasing productivity, reducing cost, and decreasing cyber-risk.

Increase Productivity

Quick resolution of end-user issues is a win-win for both your employees and for your IT team. It means your users are getting back to work faster and it's less demanding on your IT team. Plus, you then reap the benefits of increased capacity for internal IT staff to stay focused on strategic projects.

Reduce cost

Our scale and resource model make Agio Global Service Desk better for budgets than equivalent in-house resources. We are also an end-to-end service, committed to providing detailed monthly reporting including SLA attainment and service adoption.

Decrease Risk

Backed by our SOC 1 Type 2 and SOC 2 Type 2 controls, Agio Global Service Desk is supported by our proprietary repeatable processes and executed through the lens of ITIL and NIST-based cybersecurity best practices to maximize security, reliability and resiliency.

Our goal is to take on as much work as possible as seamlessly as possible, so over time, Agio Global Service Desk becomes nearly invisible and frictionless to the people it serves. The result? Choice, control, and consistency for your user support services, reducing downtime, enabling change, and enriching the user experience.

WHY AGIO?

#OneAgio

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship, based on deposits and withdrawals, that creates a vehicle for delivering more than just service. We deliver an experience that reaffirms to our clients we've got them covered. From clean, concise implementations; to consistent support backed by automation and tools that work the way they're supposed to; to value-add reporting; to accurate, timely invoicing; and content on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear. We deliver #OneAgio.

For more information, please contact:

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