



Optimiza Provides Jordan University with Outsourcing Service Desk for the Third year

The University of Jordan is one of the most leading universities in Jordan. Established in 1962, the University has, since then, applied itself to the advancement of knowledge no less than to its dissemination.

In its capacity as a comprehensive teaching, research and community-service institution, the University of Jordan enables its students to choose from a wide range of programs- more than 3500 different courses are offered by some 18 faculties.

The University of Jordan was in need to provide support and maintenance services for more than 5000 Servers, desktops, laptops, printers and many others peripherals located at 100 locations distributed all over the university; including all faculties, Administration and Jordan University hospital premises in a professional manner to guarantee the availability of such systems in a higher satisfactory rate.

In order to do so, the university needed to establish a service desk center at its premises to serve its clients in a professional manner based on the best practices according to strict rules of regulation starting in a form of SLA.

Having a close and direct regular communication with University of Jordan concerned IT team, and a professional outsourcing program that leads to a successful RENEWAL of the support services contract for the third year, six technical support engineers from Optimiza led by their team leader are located at University of Jordan premises covering all aspects of requested services delivered to the University using a service desk tool to manage and monitor the overall performance.

Optimiza successfully met all the Service Level Agreement terms and conditions in a professional manner, and after 33 months of successful Service Desk outsourcing provided by Optimiza, the University of Jordan now enjoys:

- Successful service delivery of requested services with a higher rate of satisfaction
- Relying on a professional service provider who respect their commitment
- Well defined and detailed SLA