

# Supporting Mission Critical Systems – Help Desk Support

In today's fast paced business environment, you must provide your employees with access to corporate enterprise applications regardless of their location or method of access. Resolution of system access issues, outages and password resets cannot wait. Employees need a highly efficient help desk that provides quick and accurate service with capability of resolving most issues on the first interaction.

## KEY FEATURES OF HELP DESK SUPPORT

- Unlimited 24x7 hours phone & email user support
- Unlimited support hours for users
- Incident response & resolution tracking
- Incident aggregation and categorization reporting

## END USER BENEFITS

- Access to centralized helpdesk providing 24/7/365 support
- Tiered support delivered through certified engineers & dedicated technicians
- Self-service portal for ticket management
- Call dispatch capabilities for on-site repairs
- Built upon ITIL best practices

**We support you  
around the clock**