



A Dedicated help desk addresses your IT issues immediately.

What is help desk?

The help desk refers to services that support the user and their computing environment within the business environment. Typically includes the Personal Computer (PC) hardware and operating system (OS) end-user administrative services and assistance.

What does having a help desk mean for your business?

To keep working and to remain productive, employees who encounter information technology (IT) issues on the job must have those issues resolved quickly. The concept of a help desk is to provide technical support on demand, so a technical expert can investigate and resolve your computer issues in the shortest possible time in order to keep your business running.



Package includes:

Administration | Support | Maintenance | Reporting
See back for service details.

What is the FullView™ Advantage?

The FullView Advantage help desk gives your team a single point of contact for your remote support services around the clock. A call to our Single Point of Contact facility creates greater efficiencies, which often means the shortest distance between your need and the correct solution. In addition, FullView Advantage can include appropriate support dispatched to your location.

How do you know you will benefit?

Without a help desk in place, when your employees encounter IT issues, they likely attempt to self-resolve, which can slow production and even cause additional problems. Perhaps they will seek out one of your business's "power users" – you know, your technologically fearless administrative professional who's always leaving the desk to run to someone's IT rescue or they will seek out a supervisor... or simply walk away from their desks in frustration, heading off to find the computer person. In all of these scenarios, productivity stalls and at least two members of your team become derailed.

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HELP DESK



Help desk services are designed to provide support of your User computing environment (PCs), including PC hardware, OS end-user administrative services and assistance.

Help desk services are comprised of two (2) sub-services:

- The Single Point of Contact with 24/7 phone support will provide remote support series from the Technology as a Service operation’s center.
- On-site dispatch will provide direct support at the client’s site when required.

HELP DESK SERVICES

SERVICE	TASK(S)
ADMINISTRATION	<ul style="list-style-type: none"> • Process authorized end-user requests for access to specified platforms • Administration of end-user rights, permissions and access to active directory related groups and server resources • Maintain PC asset management inventory • Vendor support contract and warranty-expiration monitoring • Licensing management
SUPPORT	<ul style="list-style-type: none"> • Proper processing of end-user issues (via direct call or electronic request) • Proper and prompt escalation cannot be resolved at the help desk level • Maintain proper status of all open tickets • Password reset issues • Troubleshoot authorized hardware, peripheral and operating system issues • Troubleshooting and assistance with authorized software/systems • Break/fix repair, replacement and any reconfiguration or restoration required to return the system to its original functionality prior to the failure*
MAINTENANCE	<ul style="list-style-type: none"> • Perform required security and problem-resolution patching
REPORTING	Ticketing <ul style="list-style-type: none"> • Ticket age • Count by issue • Issue detail • Trending – open/closed in a rolling graph • Service Level Agreement (SLA) compliance
DEFINITION OF SERVICE FEES	<ul style="list-style-type: none"> • Monthly managed service fees are assessed per seat

*Level of information restoration will be dependent on your data backup platform and policies.