



FACT SHEET

HELP DESK SERVICES

Technology Support So You Can Focus on Your Core Business

Help Desk Services from TierPoint enables companies to provide best-in-class technical support for a full spectrum of business needs. Whether it's a large help desk support team, or just seasonal after-hours coverage, we can customize a solution unique to your business. Utilizing industry best practices, our team of U.S.-based, certified experts are available 24x7, providing businesses scalable, flexible Help Desk Services for over a decade. A cost-effective solution, our Help Desk Services can improve service levels, enhancing customer satisfaction and organization productivity.

Cost-Effective, Flexible Help Desk Services

Reduce Costs

Receive fast, expert technical support at an affordable cost. Free up your IT staff to focus on more strategic issues, and provide your internal resources with a predictable delivery model—driving savings in staff time and operational costs.

Improve Performance

Effective escalation and dedicated support teams reduce downtime across your systems. This combined with a focus on first call resolution, yields even greater efficiency and fast resolution times.

Increase Productivity

Deliver improved service levels to your end-users with our dedicated, expert technical support team.

Gain Scalability

Scale quickly to meet business fluctuations or seasonal demands, without putting an additional burden on your internal IT staff.

Increase Customer Satisfaction

Simplify with a single point of contact dedicated to resolving technical issues, resulting in faster issue resolutions, and improved customer satisfaction.

TierPoint Help Desk Services caters to a diverse client base ranging from start-ups and high growth businesses to Fortune 500 organizations.

Refocus Staff on Projects that Generate Business Value

Service Management

Benefits:

- Better utilize your vendors and assets
- Increase vendor control
- Decrease asset management cost
- Offshore vendor management
- Decrease vendor management time



Features:

End-to-End Incident Lifecycle

- Single point of contact

Proactive SLA Management

- Real-time SLA monitoring
- Uplifted SLA capabilities Vendor Management
- Contracted performance management
- Successful escalation paths

Hardware Diagnostics

- Performance results detail
- Part recommendations Asset Tracking
- Static and custom details
- Historical activity reporting

Desktop Support

Benefits:

- Increase organizational productivity
- Reduce cost to operate
- Improve service levels
- Increase focus on your core business
- Increase IT asset efficiency



Features:

OS Support

- Windows, Apple, Unix, Linux, VDI

Common Off-the-Shelf Software

- Over 150 applications

Remote Technical Support

- Hardware and troubleshooting support

Virus/Malware/Spyware

- Detection and removal
- Performance Optimization
- Disk cleanup, defragmentation, error correction

Mobile Device Support

- Windows, Blackberry, Android, iOS

Escalation Service

Benefits:

- Effective escalation reduces system downtime
- Increase first call resolution
- Reduce abandon rate
- Eliminate points of failure
- Decrease resolution time



Features:

Single Point of Contact

- Live, US based agents
- Custom greeting

24 x 7 Support

- Holidays and weekends
- Global coverage

Ticket Management

- Automated creation
- Custom notifications

Call Center Routing

- Skill-based routing
- Detailed progress tracking

Metrics and Reporting

- Custom reports
- Metric management

Custom Support

Benefits:

- Align your support model with your business
- Increase support scalability
- Meet aggressive time frames
- Establish consistent support
- Adaptability and integration



Features:

Customized Support

- Business needs-based design
- Global support (English and Spanish)

Dedicated Support Teams

- Focused teams
- Dedicated project resources

Program Integration

- Holidays and weekends
- Global coverage

Scalability

- Evolve with business needs
- End user and client programs

Service Category Combination

Learn More Today

Let us help you with your Help Desk Service needs. Call **844.267.3687** or email **sales@tierpoint.com** to connect with one of our advisors. Or visit us at tierpoint.com to learn more.

About TierPoint

A leading national provider of hybrid IT solutions, TierPoint helps organizations drive performance and manage risk. No U.S. provider comes close to matching TierPoint's unique combination of thousands of clients; more than 40 edge-capable data centers and 8 multitenant cloud pods coast to coast; and a comprehensive portfolio of cloud solutions, colocation, disaster recovery, security and other managed IT services. With white-glove customer service, TierPoint professionals customize and manage agile solutions that address each client's unique needs.

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