here Technology Means More®

# MANAGED SERVICES ePlus Service Desk Watch your efficiency soar.

Managing users, technology, and the overall growth of your company's IT infrastructure can be a daunting task.

Do any of these challenges sound familiar?

- Existing customer service not meeting SLAs
- High turnover rates
- Constant need to ramp headcount up or down for business reasons
- Providing coverage beyond normal business hours
- **Rising IT costs**

By leveraging ePlus Service Desk, you'll benefit from an ITIL-compliant framework and a central point of contact to troubleshoot, triage, and resolve your IT service issues.

#### What outcomes can you expect?



Increased customer satisfaction



Greatly improved process efficiencies



Significant productivity improvements



Maintain staff's focus on your core business



Increase in first call resolutions

Now that we covered the "WHY"let's dive in a bit on the "WHAT."

When you outsource your Service Desk to ePlus, you receive a standard set of exceptional deliverables...

### **RESOURCES AND SUPPORT**

- + Secure level one and two technical support
- + 24x7x365 support from 100% U.S.-based facilities
- English as a first language
- + Phones, email, and chat support (dedicated toll-free number)
- + Tier 1 triage up to 20 minutes prior to escalation

#### **CUSTOMER EXPERIENCE**

- Quick onboarding and optional assigned **Customer Experience** Professional
- ServiceNow ticketing web portal
- Customized greetings, reports, and surveys
- Remote desktop support

#### **BETTER QUALITY CONTROL**

- ITIL-certified processes and best practices
- Tailored knowledge base
- Call recording for training and quality control
- Service Business Reviews (service analysis and service level target metrics of continuous improvement, dependent on proposal)

# Equally importantly is the "HOW"and this is truly where ePlus shines.

Our Service Desk offering is geared toward a completely *positive customer experience*. Yes, we are talking about you!



#### Just a few examples of how we operate with CX top of mind:

- Customized entry points, including phone greetings
- Remote desktop support to speed troubleshooting
- Follow up surveys to elicit feedback
- VIP user designations to warrant even more attention
- Flexible model choices to best fit your needs-remote or onsite, dedicated or shared analysts

## Not all service providers are created equal... What sets ePlus apart in the Service Desk arena?

We are an experienced Service Desk provider for more than a decade, and throughout that time have built a loyal customer base.



Our people make a tremendous difference, with long agent tenure and all based in the United States.

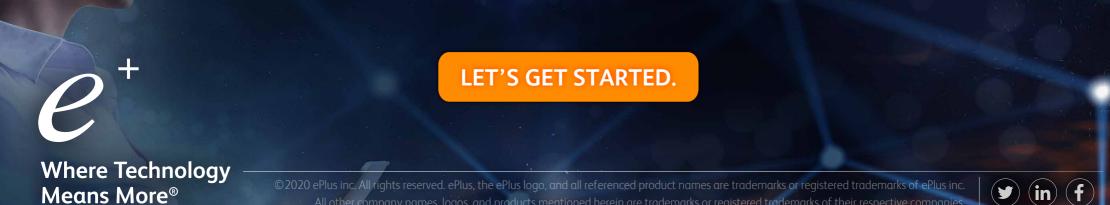


We also set you up for success, with a quick, proven on-boarding process and optional assigned Customer Success Professional to, well, manage your success!



Finally, we have broad offerings and flexibility to incorporate other functions beyond "answering the phone."

# Ready to watch your efficiency soar with ePlus Service Desk?



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