

# 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?**

**LET'S GET STARTED.**