



# HELPDESK SUPPORT

24/7 SUPPORT · CROSS-PLATFORM · FLEXIBLE SERVICE

Helpdesk Support is a comprehensive service package provided by a third-party - onsite, online or remotely - as a single point of contact. It ensures that a company's technologies and infrastructure function properly and without interruption.

## WHAT'S THE PROBLEM

Staying on top of software and network product updates, emerging technologies, and the latest hardware devices from multiple manufacturers is beyond a full time task.

- 24/7/365 telephone support available
- Downtime compromises productivity
- In-house expertise is overstretched
- Limited Incident tracking
- Multi-vendor support is fragmented, wastes time
- 'One-size' support is inefficient
- Resolution takes too long
- Support not there when needed
- Support expertise across vendors and devices varies
- Unplanned support hurts budgets

## WHAT YOU NEED

Our process is transparent, straightforward and based on creating practical benefits for your company through improved efficiencies, outstanding product and market knowledge, and technical expertise in business contexts.

- Cross-platform expertise
- Dedicated, certified support engineers
- Detailed assessment report
- Latest product knowledge
- Minimize network and user downtime
- Onsite consultation
- Reduced IT support costs
- Round-the-clock support availability
- Service Level recommendations
- Tailored SLA
- Toll-free direct dialing

## WHAT WE DO

We provide a comprehensive range of technical helpdesk and support options in customized packages, designed to maximize productivity and uptime.

Our dedicated Service Desk employs certified professionals with expertise covering every major technology platform, and is available for 24/7/365 coverage.

We begin with a free, onsite consultation and assessment to determine needs and best-fit solutions. With three basic Helpdesk Support tiers to choose from, we tailor the support and Service Level Agreement to define expectations and deliverables.

How do we judge success? What counts is customer satisfaction. Our 5-point survey helps us stay at the top of our game, so you can concentrate on yours.

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