

Help Desk, Powered by Synergy

Key Benefits:

- Contained or reduced operating costs
- IT staff is free to focus on internal, core-business opportunities
- Implementation of Seismic Help Desk services is faster than building and staffing your own help desk
- Increased customer satisfaction, by providing flexible help desk services to your customers when they are needed
- 24/7/365 service
- No drain on resources, staff or infrastructure
- Output to ticketing systems (e.g., Autotask)

Key Features:

- Simple, points-based or per-user pricing
- Domestic call center
- ITIL best practices
- Round-the-clock support by certified technicians
- Access to the eSupport Portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated ACD phone line with a script (optional)
- Call-dispatch capabilities for on-site repairs
- Access to Ingram Micro Services Network (IMSN) to partner with qualified service providers for on-site repairs