# Managed End User Help Desk

Increasing end user productivity through improved IT Service Levels

## Optimizing Technology-Driven Employee Productivity

nDivision understands that every minute an end user is unable to access an IT service or technology costs the organization money. If that user is a knowledge-worker, C-level executive, or other key resource, the costs can be significantly higher. Furthermore, equipment costs may only represent 20% of the Total Cost of Ownership, with support costs representing the other 80%. Therefore, optimizing access to technology is a critical area of cost-saving and improved productivity.

## Challenges in Providing Efficient End User Support

Many organizations find that providing a multi-tiered Help Desk for its end users can be challenging. Often, Tier 2 resources cannot be spared to address complex end user issues, which leads to protracted user response and resolution times. Also, when resources are limited, providing a high level of support outside of business hours and over weekends can be difficult to do effectively.

## A 'Proactive' Help Desk

Our Proactive service provides a single point of contact for ticketing and remediation through email, web or by phone, and is charged for based on the number of devices. We install an agent on each device that allows us to quickly provide remote control support and keep patches up to date. The service includes anti-virus & anti-malware protection (or we can leverage your solution) and software distribution for operating systems and applications. Bare metal backups and recovery is an optional service. We leverage manufacturer warranties or a spares program, as needed. All support staff for our Proactive service is based in the U.S.

Our real-time Executive Dashboard provides data on the quality of service, call center statistics (abandonment, talk time, hold time, etc.), inventory data (asset type, operating system, location, etc.), and patching data (installed, missing approved and failed)

**Our 24/7 'proactive' help desk service for end user support includes a software 'agent' for remote control and patching, as well as anti-virus & anti-malware, encryption, software distribution, and optional bare metal backups and recovery.**

### Call Center Statistics
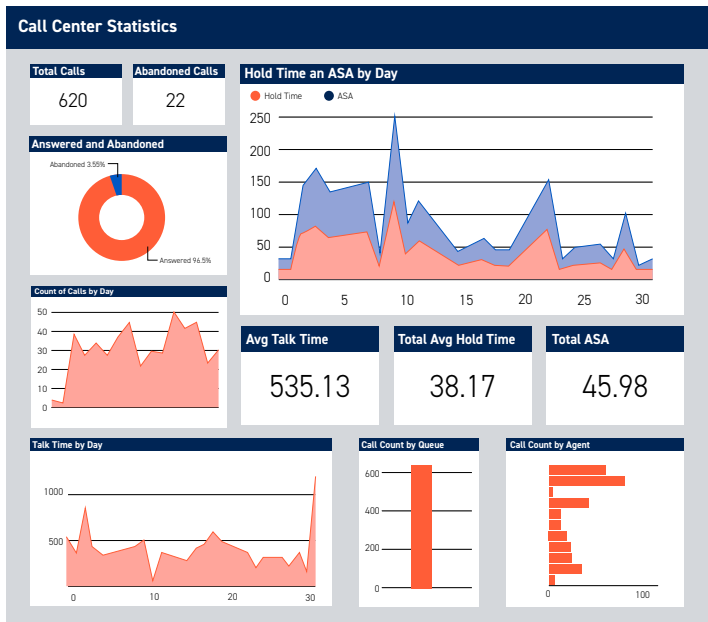


## Let's Talk

Set up an appointment to learn more about how our **Enterprise End User Help Desk Service** can help your organization - sales@nDivision.com

*Customer is required to have an active manufacturer's hardware/software warranty or equivalent maintenance agreement in place for each managed device.*