

Help Desk Services

LABUSA.com | 1-866-572-4867

What you get?

When you sign up for Help Desk Service you'll enjoy live, U.S.-based, 24/7 technical support on software and hardware products from certified frontline-support technicians.

The Human Touch

Our friendly customer-service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured

Phone calls are randomly recorded and monitored by a trained quality-assurance team.

Key Help Desk Features:

- U.S. Domestic call center
- Information Technology Infrastructure Library (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 phone line with an optional script
- Call-dispatch capabilities for on-site repairs
- 24/7/365 service

Key Benefits of Help Desk Services include:

- Freeing time for your internal resources to focus on core business
- Reducing operations costs and gaining 24/7/365 service
- Outsourcing help desk services, faster than building and staffing your own
- Eliminating drain on your resources, staff or infrastructure

Two Levels of Support:

Level 1 Help Desk:

Benefit from a call-answering service, troubleshooting and call-logging, using a populated knowledge base to resolve the incident at first point of contact.

- Windows and Apple workstation troubleshooting and triage
- Desktop peripheral hardware included
- Issues resolved using remote control

Level 2 Help Desk:

Additional troubleshooting assistance is provided. If a call can't be resolved, predefined call-escalation processes will elevate the issue to a qualified expert.

- Includes all support features of Level 1 Help Desk
- Server-based password resets.

We can assist with multiple call types, including:

- Internet/Network connectivity
- Password resets
- Peripheral support (e.g., printer issues)
- Dispatch/Call management services
- Answering service
- Desktop applications
 - *Core Microsoft OS*
 - *Apple Mac OS X*
 - *Custom/Vertical/Line-of-business applications*

Please contact us for a complete list of supported software, hardware and applications.

Put Us to Work

Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24/7 technical support and after-hours user interface, as well as answers to how-to and technical or error-resolution questions.

Measuring Success

We strive for excellence. Our solution center maintains the highest standard of service-level metrics, including:

- First call resolution
- Average speed of answer
- Abandonment rate

All measurements are reviewed and managed daily.

Trust Experience

Our experts respond to an average of 40,000 incidents per month. We have the experience to efficiently support our customers with many help desk clients, including numerous Fortune 500 customers.

With pricing as low as \$9.95 /mo per user and solutions customized to meet your needs. Call today and let us design a solution for your organization.



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LAB Information Technology Incorporated (LABUSA) is a provider of information and security technology solutions. Based in Illinois and serves corporate and government customers in the USA, Europe and Africa. LABUSA delivers innovative solutions that provide all encompassing management and protection of intellectual and physical assets.

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