

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.

Most companies look for a Managed Helpdesk and Support solution after experiencing the common and ongoing challenges faced by in-house support resources.

Mastering this broad landscape of knowledge is what's required from technical support if a business wants to minimize downtime and maintain full-speed ahead. And beyond knowledge, there is expense. Full-time tech support personnel need dedicated space, tools and infrastructure; unplanned, unbudgeted expenses appear when least expected.

The Problem

- ✓ 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.

What to Expect

- ✓ 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 dialling

WHAT WE DO

Supra ITS provides 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.

24/7/365 Telephone Support 3-tier Support Levels
Affordable Monthly Fees Application Support Automated
Escalation Cross-Platform, Multi-Vendor Expertise
Dedicated Dialing (Toll-Free Available) Free Onsite Assessment
Flexible Service Levels Monthly Reporting Online Ticket Tracking
Onsite or Offsite Support Personalized Helpdesk Answering Service
Proprietary Application Support Remote Access & Desktop Control
Support On-Demand Single Point of Contact Across All Technologies

be **READY FOR
BUSINESS**

HELPDESK SUPPORT



IN FOCUS

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.



The time and money spent addressing, managing and fixing technology issues would be better invested in core business areas. Helpdesk support helps you focus on what matters most.

Certified Excellence in Support

Our managed helpdesk is a skilled, reliable and affordable resource that prevents downtime, reduces technology expenses and helps you and your people take care of business.

We provide access to certified professionals who deliver a dedicated, efficient service, with knowledge of the latest products and technology tools. Our support packages are tailored to every client we work with. They are designed to meet and exceed expectations, and are built on clearly defined, real-world objectives and standards.

A DAY IN LIFE

