



Custom  
Round-the-Clock  
Personal  
Qualified  
Experienced

## Supercharge Your Business With ISS Solutions Service Desk

When you sign up for service desk services you'll enjoy live, U.S.-based, 24/7 technical support for your software and hardware delivered by our certified support analysts. ISS Solutions has the technology in place to resolve any of your needs through a variety of media, including phone, email, and chat functions.



### Key Service Desk Features:

- United States-based service desk
- ITIL best practices
- Round-the-clock support by certified analysts
- Choice of multiple service offerings
- Customized, dedicated ACD phone line with an optional script
- Call-dispatch capabilities for on-site repairs
- Affordable 24/7 x 365 service



### Key Benefits of Service Desk Services:

- Improved first call resolution and end-user satisfaction
- Free up time for your internal resources to focus on core business and development projects
- Reduced operations costs
- Outsourced help desk services, deliver value faster than building and staffing your own
- Supplement your current team or free them up for higher impact work



### ISS Solutions Can Assist With Multiple Call Types, Including:

- End-user hardware, software, and peripherals
- Enterprise applications, both custom and industry standard
- Digital signage, retail POS equipment
- Dispatch/ call management service
- Internet/ network connectivity, network infrastructure
- Servers
- Plus, many more customized options are available to meet your long-term or short-term service desk needs.



# SERVICE DESK



## WHAT YOU GET WITH ISS SOLUTIONS

**The Human Touch:** Our friendly customer service team will use industry best practices to expertly troubleshoot and remediate your technical issues.

**Quality Assured:** Phone calls are recorded and randomly monitored by a trained quality assurance team.

**Measured Success:** We strive for excellence. The ISS Solutions Service Desk maintains the highest standard of service level metrics. The metrics are reviewed and managed daily to ensure satisfaction.

### Customized Level of Support

**Typical Level 1:** Benefit from efficient call handling, troubleshooting and call logging by 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

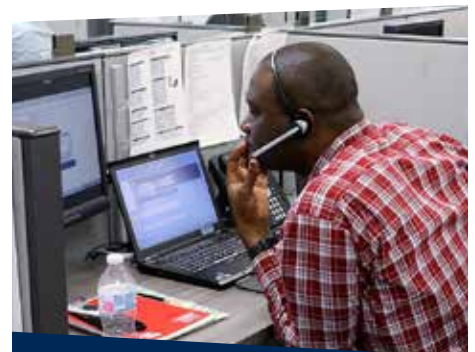
**Typical Level 2:** Additional troubleshooting assistance is provided. If a call can't be resolved, predefined call escalation processes will elevate the issue to one of our qualified experts.

**No-Touch:** Our team can help roll out self-service solutions, utilizing mobile, voice, knowledge base, service catalog, and automated approvals to assist users in correcting problems and satisfying requests.

### Put Us to Work

Our Service Desk can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades.

Benefit from 24/7 x 365 technical support and after-hours user interface, as well as answers to general how-to and technical or error-resolution questions.



### Trust Experience

For over 45 years, ISS Solutions has been helping customers fulfill their IT support needs.

Call today to speak with a Business Development Manager and find out how your company can benefit from outsourcing with an ISS Solutions Service Desk.

## Contact Us

🌐 [ISSolutions.com/ServiceDesk](https://www.issolutions.com/ServiceDesk)

☎ (800) 752-2290, Option 5

✉ [ITsales@ISSolutions.com](mailto:ITsales@ISSolutions.com)

