

THE ANATOMY OF OUR IT SUPPORT SERVICE DESK



At the heart of our IT Department is our award winning service desk team. They provide unlimited telephone and remote IT support 24/7 to all of our clients.

FAST & THOROUGH

Fastest support around, averaging **7 minutes** response time.



Our entire process is built around delivering services with **speed and thoroughness.**

SECURE



With automated triggers, alert prioritization, and fast incident response, we keep your systems, devices, and business **up and running.**

TRANSPARENT



Our data is your data. Get valuable input and adjust your business strategy through our monitoring and measurement platform.

★ OUR VERY OWN SUPPORT TICKET INFORMATION SYSTEM ★

Programmed from the ground up with specific requirements, our web-based helpdesk ticket information system incorporates the following features:

- ✓ User-friendly ticket processing, allowing us to view client's history, track & escalate support tickets with ease
- ✓ Safe and secure remote access to all clients
- ✓ Each client has access to their own portal, giving them full visibility on old and existing tickets, and allowing them to raise new issues
- ✓ Automated escalation and alert notifications are sent to both ends, ensuring services continuity
- ✓ Easy to produce reports that are emailed monthly directly to the client
- ✓ Knowledge base specific to the client's needs

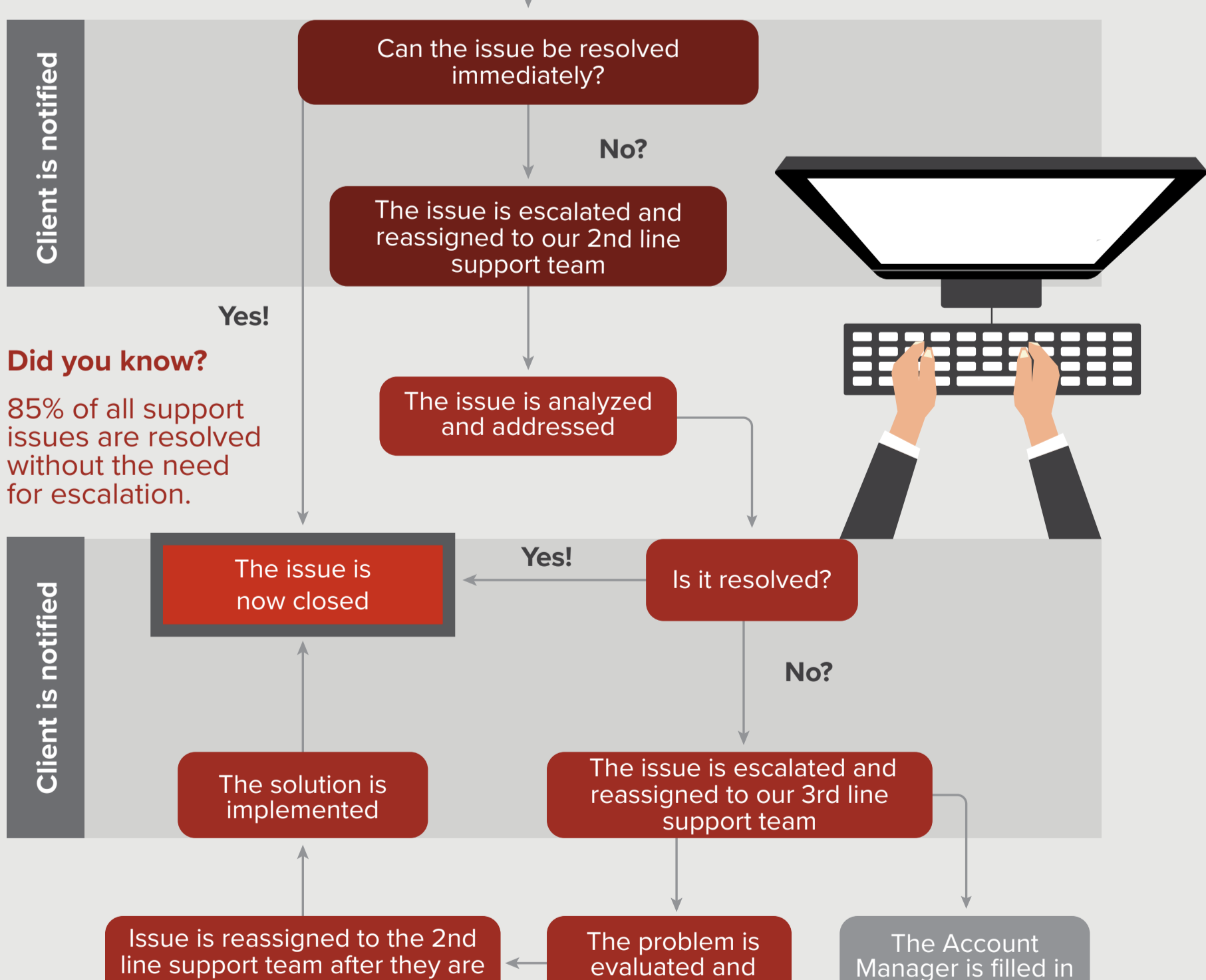
★ OUR SERVICE DESK SUPPORT FLOWCHART ★

The below chart provides an insight into how new IT support issues are logged, handled, routed and resolved.

How can I contact support?



What Happens next?



THE BEST IT SOLUTION FOR YOUR BUSINESS

Contact us today and discover more reasons to choose Network Doctor



Tel: 212.259.0480
Email: support@networkdr.com
Web: www.networkdr.com

