



Help Desk – Desktop Support

Services Overview

- 24 x 7x 365 Service
- Dedicated and Shared Team Resources
- Availability to Receive Immediate L1/L2 Support
- Support for All Standard Line of Business Requirements
- Support Request Options include Phone, Chat and Portal Entry
- U.S. and Nearshore/Offshore Resource Options
- Remote Access/ Proactive Workstation Maintenance
- Asset Management and Reporting
- Storage Platform for Client Specific Procedures and Documents

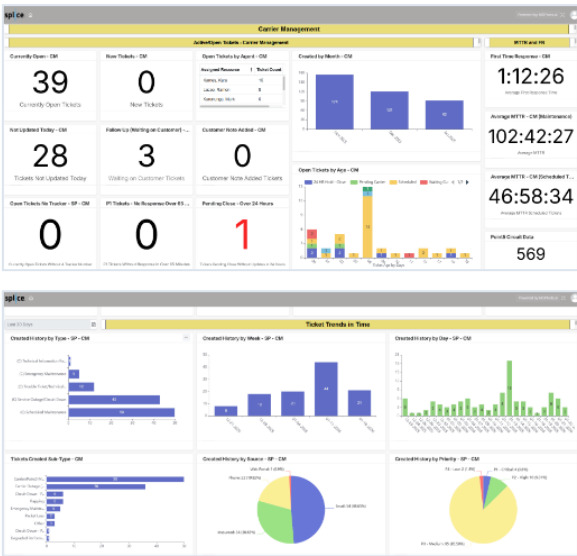
Additional Services

- Onsite Help Desk via Splice Field Services
- Telecom Carrier Management Services
- Infrastructure Monitoring and Management
- End User On Boarding and Off Boarding Services
- Physical Asset Management and Warehousing
- Client Site Workstation Set Up
- Installation of Network and Server Equipment
- Professional Services/ IT Projects Services

Customizable Client Portal

- Customizable dashboard and KPIs
- Visibility into all incident ticket detail
- Incident ticket history & performance metrics
- All captured data available for custom reporting

Live Operational Reporting



ITSM Integration

- Integrates with most ITSM platforms
- Real-time, bi-directional sync — updates every 3 minutes
- Customizable user-defined fields
- Minimizes internal operational changes

