



*Michael,
Field Support Specialist*

Helpdesk

IT Support When and Where You Need It

With Quartet's Helpdesk, your staff will have instant access to our IT specialists whenever they face a technical issue. Our specialists have extensive technical knowledge, and are able to resolve issues quickly and efficiently through simple step-by-step instructions or by remotely accessing your staff's computers.

Organizations today are experiencing a dramatic and ongoing shift in the way businesses technologies are deployed and consumed. Infrastructure is evolving faster than ever, and your expectations aren't far behind; a new generation of tech-savvy people expect the latest and greatest. The result is a constantly evolving portfolio of infrastructure and technologies that many organizations must support—all without increasing costs.

Work with a team whose goal is to solve your IT issues quickly and without disrupting your day. For the last 17 years, we've worked hard to make sure our customers get accessible, polite and efficient Helpdesk service, all from our Toronto office. Our service is thorough, and our first-responders are well-educated with A+, MCITP, MOS, CCNA certifications, to name just a few. They are able to provide simple step-by-step instructions or remotely access your staff's computers for effective resolutions.

Our Help Desk uses the latest enterprise technology, which allows us to work with you better. Call times are shorter, and

our first-responders are able to review your company's IT configurations and reference your employees' past IT issues and solutions. If the issue needs advanced support, our first-responders log a thorough examination of the issue for our IT specialists. We've found this method decreases the troubleshooting time and confusion, meaning less headache and miscommunication.

Trusting Quartet with helpdesk responsibility guarantees greater company-wide productivity. Your staff's satisfaction is now at the forefront as new technologies enable more efficient communication and more productive, engaged employees.

Statistics

Average call answer time is 32 seconds

Average request response time (phone, email and support portal combined) is less than 15 minutes

Approximately 300 tickets closed weekly

Andrew,
Manager, Web Services

Technical Specifications



Davies,
Customer Care
Representative



QUARTET

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Helpdesk

Toll-free helpdesk access in Canada

Infrastructure support, including server and network troubleshooting

Remote desktop support through our "Service Anywhere" web portal

Consolidated ticket tracking & management through our centralized CRM database

Quarterly reports on helpdesk usage trends and statistics

Support for Microsoft products, including Windows and the Office software suite

Support for all telephony including mobile devices (MS Phone, iPhone, BlackBerry, Android), PDAs and tablets, and desktop phones

Ability to integrate with on-site support services for dispatch of field technicians

Deliverables

Response to end user request via:

- Phone
- Email
- Remote session

End user will receive updates on the status of their request via:

- Phone
- Email

Scope

Live answer and email response during business hours (8:00am to 6:00pm)

Outside of business hours users will receive a call back within 20 minutes, can have up to 30 minutes of consult time after which any additional time will be billable at standard after-hours rates

Service Levels

85% of all helpdesk calls answered in under a minute

If the user wishes to leave a voicemail message, it will be returned within 30-Minutes

85% of all email or web tickets will have a response within 2 hours