



NORTEC®



Help Desk Service

Take a closer look at our Help Desk Service offering

What You Get

When you sign up for Nortec 24/7 Help Desk Service you'll enjoy live, U.S.-based, 24/7 technical support on software and hardware products from certified frontline-support technicians.

The Human Touch

Our friendly customer-service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured

Phone calls are randomly recorded and monitored by a trained quality-assurance team.

Two Levels of Support

Level 1 Help Desk: Benefit from a call-answering service, troubleshooting and call-logging, using a populated knowledge base to resolve the incident at first point of contact.

- Windows and Apple workstation trouble shooting and triage
- Desktop peripheral hardware included
- Issues resolved using remote control

Level 2 Help Desk: Additional troubleshooting assistance is provided. If a call can't be resolved, predefined call-escalation processes will elevate the issue to a qualified expert.

- Includes all support features of Level 1 Help Desk
- Server-based password resets



Key Help Desk Features:

- Domestic call center
- ITIL best practices
- Round-the-clock support by certified technicians
- Access to the eSupport Portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated ACD phone line with an optional script
- Call-dispatch capabilities for on-site repairs
- 24/7/365 service

Key Benefits of Help Desk Services

- Allows internal IT staff to focus on core business and development projects
- Reduced operational costs
- Outsourced help desk services is faster than building and staffing your own
- Consistent 24/7/365 service
- Eliminates drain on your resources, staff and infrastructure



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We can assist with multiple call types, including:

- Internet/Network connectivity
- Password resets
- Peripheral support (e.g., printer issues)
- Dispatch/Call management services
- Answering service
- Desktop applications
- Core Microsoft OS
- Apple Mac OS X
- Custom/Vertical/Line-of-business applications

Put Us to Work

Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24/7 technical support and after-hours user interface, as well as answers to how-to and technical or error-resolution questions.

Measuring Success

We strive for excellence. Our solution center maintains the highest standard of service-level metrics, including:

- First call resolution
- Average speed of answer
- Abandonment rate

All measurements are reviewed and managed daily.

Trust Experience

Our experts respond to an average of 40,000 incidents per month. We have the experience to efficiently support our customers with many help desk clients, including numerous Fortune 500 customers.

Supported Software List

- Adobe Acrobat
- Citrix ICA Clients for Windows
- IBM Lotus Notes Client
- IBM Lotus SmartSuite for Windows
- Interact Commerce ACT! For Windows
- McAfee Virus Scan
- Microsoft Access
- Microsoft Excel
- Microsoft Front Page
- Microsoft MapPoint
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Visio
- Microsoft Word
- Microsoft Works
- Symantec Antivirus
- Symantec PC Anywhere
- Symantec WinFax Pro
- WinZip Computing WinZip



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