

Bell Care 24-7 Support Coverage

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, Remedy, Microsoft and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Our Technology Solution Suite assists IT Executives in planning for future growth while ensuring the optimized delivery of IT services, resulting in improved service levels and quantifiable cost savings.

At Bell Techlogix, we take care of your customers and your network while you're away, because...

- The definition of "standard" workday is changing and the word "standard" doesn't mean the same thing to all people...especially to your customers.
- There are employees that need answers at all hours;
- You have invested in an IT infrastructure and rely on its performance, security and availability...24 hours a day.

The challenge is: how do you cost-effectively extend your business beyond the standard workday?

We focus on knowing our customers...

...their business and the emerging challenges they face. Delivered through our 24x7x365 advanced Contact Center we have designed an integrated offering with full after hours Service Desk Support, Remote Monitoring and Self-Service options. This solution keeps the critical aspects of your business and your network up and running; even when your employees go home for the night.

Client Benefits

- ✓ Respond to customer inquiries when "they" need it;
- ✓ Capture potentially lost opportunities and revenue;
- ✓ Address employee questions and problems 24x7;
- ✓ Identify and resolve network outages before employees arrive in the morning;
- ✓ Reduce costs through better utilization of IT assets;
- ✓ Allow access to information anytime, anywhere.

Contact us at: 866-782-2355
www.belltechlogix.com

Extend Your Business Day...

Our After Hours Support Services leverage best-in-class Contact Center Tools and helps organizations extend service beyond the standard workday. This solution is customizable to handle the type of service and level of coverage that you need. Ensure that you're there whenever your customers need you:

After Hours Service Desk Support

- Experienced agents available 24x7;
- Leverage tools from industry leaders like Interactive Intelligence and Remedy;
- Incident, Knowledge and Quality Management tools enhance the experience;
- Multi-lingual capabilities.

Advanced Monitoring Services

- Continuous 24x7 monitoring;
- Measure network and device availability;
- Real-time alerts and pre-failure indicators;
- Recommendations and monthly reports.

Self Service Solutions

- Allow end-users access to information without intervention;
- Efficiently handle frequent inquiries;
- Live agents available if escalation required;
- Flexible, secure and easy to administer.

This integrated service offering improves end-user satisfaction and the overall quality of service that your company delivers. It ensures that you are reachable whenever needed and that your network runs smoothly 24x7x365. Create a new "standard" for the workday and get ahead of your competition!

It's our business to help you improve yours!