

Service Desk Outsourcing

The Bell Techlogix Difference

A Proven Approach to Enhancing the Service Desk Experience: We design flexible service desk support models focused on the mid-market. We allow clients to improve access, reduce resolution times and improve the end-user experience. Bell has decades of experience in delivering support solutions to organizations across the nation.

LARGE ENOUGH TO EXECUTE AND SMALL ENOUGH TO CARE...



Receive, Resolve, Report, Repeat...

- Flexible models based on your business;
- Service Desk Support for Mobile devices;
- 24x7x365 coverage;
- Advanced customized reporting;
- Ability to track tickets via the web;
- Foreign language support;
- Remote control resolution capability;
- Tier 1 and Tier 2 support;
- Customer satisfaction measurement;
- Quality Assurance Program;
- Processes / systems integrate with your help desk for a seamless support model.

SERVICE DESK SOLUTIONS
THAT MAKE A
DIFFERENCE



IT and Mobile Technology Service Desks...

- **Full Service Desk Support:** Bell designs, delivers and manages full Service Desk implementations. Our 24x7x365 advanced call center provides clients the opportunity to leverage advanced tools and professional agents to improve end-user experiences.
- **Overnight and Weekend Coverage:** Bell offers flexible coverage models to answer and respond to calls 24x7x365. Bell can help you flex your support model by providing additional hours and/or temporary coverage.
- **Desktop Support:** Bell utilizes its integrated tool sets to distribute, manage and resolve issues that require on-site support. Certified technicians provide support at the home office or remote locations nationwide.
- **Self Service Portals:** Bell assists clients in building easy to use portals that allow end-users to leverage our Knowledge Management capability to address common issues without accessing live agents – reducing operational costs and improving end-user satisfaction.
- **Service Desk Solutions:** Integrate Remote Monitoring, Asset Management, Mobile Device Management, Depot Services and other valuable Bell Managed Services.

Call the Bell Service Desk Team at: 1-888-612-8261

Enhancing Your Service Desk

Experts in your Environment...

Our detailed methodology allows us to quickly learn your business operation and then leverage 25 years of practical experience and advanced tools to build a model custom to your needs.

Experts in your Technology...

Our certifications include Apple, Cisco, Dell, HP, IBM, Microsoft and other industry leaders. Our core team of subject matter experts currently carries over 500 industry certifications.

Advanced Tools and Reporting...

Bell utilizes industry leading tools like Remedy, Interactive Intelligence, Bomgar, BES and Good Technologies to provide exceptional management, tracking and reporting needed to deliver best-in-class service desk models.

Optimized Desktop Environment...

Bell offers clients the opportunity to integrate a comprehensive set of complimentary services, such as On-site Repair, Mobile Device Management, Remote Monitoring and other services to truly optimize the management of the desktop.

Satisfied Clients...

With over 25 years of experience in designing and executing service desks focused on the needs of the mid-market, Bell knows that in order to be successful you need to build what each client needs and not just implement off-the-shelf solutions.

**The bottom line result is Bell's
Managed Services retention of 98%
over the last two years.**



**SERVICE DESK SOLUTIONS
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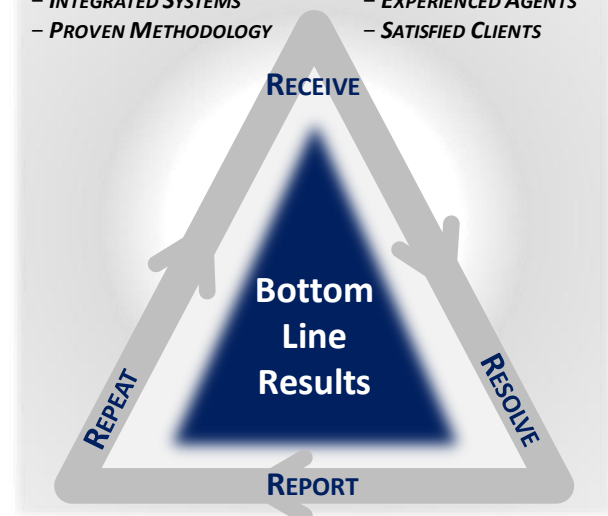


Our Clients Experience:

- ✓ Reduced service delivery costs;
- ✓ Better balance of peak loads and activity;
- ✓ Access to best-in-class processes, procedures and technology tools;
- ✓ Better overall service levels;
- ✓ Improved 1st time resolution and productivity;
- ✓ Ability to focus key resources and dollars on core projects and initiatives.

A Proven Model with Proven Results...

- BEST-IN-CLASS TOOL SETS
- INTEGRATED SYSTEMS
- PROVEN METHODOLOGY
- ADVANCED REPORTING
- EXPERIENCED AGENTS
- SATISFIED CLIENTS



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