

Apple Support Desk

The Bell Techlogix Difference

Bell's objective is to enhance the Apple experience by creating a help desk support model that allows students and faculty to get quick and accurate answers to their questions, address user issues in real time and schedule technical support if needed. Bell has decades of experience in delivering technical support solutions to educational institutions (Higher Ed and K-12), as well as to small, mid-sized and Fortune 500 companies. Bell's Technology Services result in solutions that deliver efficient, effective, and positive experiences to students, faculty and administrators.

Bell has had an established national education practice for over 25 years. This team represents more than 100 years of cumulative academic technology experience spanning K-12 to Higher Education. These dedicated technology professionals assist academic institutions in improving their learning environment by planning, deploying, servicing and managing the technology that drives their infrastructure.

Our core team of technical 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 better defining their infrastructure and planning for future growth while ensuring the optimized delivery of IT services resulting in improved service levels and quantifiable cost savings.

Our Service Desk Solution provides the following:

- ✓ Cost reduction in Apple support personnel;
- ✓ Better address student needs by offering full 24x7x365 support coverage;
- ✓ Greater capability to handle peak activity loads;
- ✓ Access to best-in-class processes, procedures and technology tools;
- ✓ Improved first time resolution and increased faculty and administration productivity;
- ✓ Ability to focus time, resources and dollars on key academic initiatives.

Focusing on Core Academic Initiatives

Whether your Service Desk is supporting internal or external end-users, there must be a balance between maintaining economic efficiencies and generating high end-user satisfaction. As administration and faculty are pressured to focus on education initiatives, time and attention to maintaining this balance becomes more difficult.

Challenges such as effectively managing peak loads, introduction of new technology, keeping agents properly trained while managing increasing end-user expectations, defocus time and resources from core initiatives. At Bell Techlogix we excel at overcoming these challenges and exceeding client expectations, because Service Desk is "our" core business.

Bell Techlogix Solutions for Apple

With over 25 years of providing best-in-class service desk solutions, Bell has a proven track record in the academic environment and offers its clients confidence that the relationship will be long-term.

Our Service Desk offering leverages a proven methodology, best-of-breed service infrastructure, integrated tools and skilled employees that are passionate about their work and their clients.

The cornerstone of our support model is an integrated set of tools:

- **Interaction Management:** Reporting on every client interaction, as well as increased flexibility of access; whether by traditional voice calls, e-mail, fax, web chat and web call back interactions, it's easy to reach our skilled service agents.
- **Incident Management:** Our system allows the recording of all incidents, creation of service request tickets and the easy identification of solutions and/or processes to address the issue.
- **Knowledge Management:** Our knowledge based management system makes access to information quick and easy; decreasing downtime, improving response time and end-user productivity.
- **Quality Management:** Bell's integrated systems allow the ability to capture critical data, perform detailed analytics and generate real time reports that allow supervisors and agents to better manage the service delivery process.
- **Skilled and Experienced Agents:** Each and every agent is empowered to make decisions, has the knowledge available to make those decisions, and has a commitment to deliver and a passion to succeed.

Bell offers the ability to create a campus, regional or national Apple Service Desk Solution by integrating other advanced services, such as:

- Tier II and Tier III technical support;
- On-site technical support;
- Depot Services and Advance Exchange Services;
- Augmentation of existing Help Desk by adding afterhours support.

It's our business to help you improve yours!