

Enhancing Your Help Desk Supplemental Service Desk Support

The Bell Techlogix Difference

Bell's objective is to create the ultimate end-user experience that directly results in decreased costs, increased customer retention, new revenue opportunities and improved operational efficiencies for small and mid-sized companies, as well as Fortune 500 companies. Bell focuses on enterprises that are regional and national in scope and excels in specific verticals such as Education, SaaS providers, Healthcare and Technology. To accomplish this ambitious feat, Bell offers and closely manages a comprehensive set of Project Based and Managed Services resulting in Technology Solutions that deliver efficient, effective, and positive experiences to your customers and end-users.

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, 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 better defining their environment and planning for future growth, while ensuring the optimized delivery of IT services that result in improved service levels and quantifiable cost savings.

Our Service Desk Solutions allow you to:

- ✓ Reduce your service delivery costs;
- ✓ Better balance peak activity loads;
- ✓ Access best-in-class processes, procedures and technology tools to improve service levels;
- ✓ Improve first time resolution and increased end-user productivity;
- ✓ Focus time, key resources and dollars on core IT projects and initiatives;
- ✓ Transform your service desk by accessing our hosted Remedy Solutions.

Strategic business initiatives include growing market share, expansion into emerging markets and launching new products or business programs. The ability to incorporate such initiatives into existing support plans in a timely and cost effective manner is often a significant challenge. Bell Techlogix offers flexible solutions that assist service desk managers in being able to expand and contract quickly and cost effectively to support changing business needs.

- **New Business Initiative Support:** Short-term front end solutions from Bell allow help desk managers to deal with temporary spikes in call volume that result from new product releases, market expansion or other emerging business initiatives.
- **Overnight and Weekend Coverage:** Bell offers flexible coverage models to answer and respond to calls 24x7x365. Overnight and weekend call volume is often too small to require an on-staff dedicated person. Bell can help you flex your support model by providing additional hours and/or temporary hours of coverage.
- **Supporting Growth Initiatives:** As Service Desk operations face significant growth, many businesses are moving their current support professionals to Tier 2 and Tier 3 support roles and utilizing Bell Techlogix to off-load common calls from their internal experts.

BMC Remedy as a Hosted Service

Best-of-breed technology is often too expensive for small- to mid-sized businesses to implement. However, leveraging the benefits that these technologies offer is vital to transforming your service desk into a best-in-class operation. As one of only nine BMC partners in the nation authorized to provide Remedy hosting services, Bell Techlogix provides the platform to reduce administration costs and at the same time leverage advanced features and functionality, such as:

- **Multiple Modules for Tailored Solutions:** Mix and match the modules to best fit your business needs. Choose from Help Desk, Change Control, Asset Management, Inventory Tracking, and others.
- **Flexible and Secure Access Methods:** Access Remedy via HTTPS, Remedy web or a secure VPN connection and utilize Remedy's native client. We also provide data access for self reporting—using SFTP connections, an independent database, a monthly CD with archived data, or ad hoc reporting.
- **Three levels of Hosting and Support:**
 - **Basic Support:** Standard Application Hosting;
 - **Silver Support:** Standard Application with a customized configuration;
 - **Premium Support:** Standard Application, customized configuration, and access to Development Services.

Bell understands the challenges in the industry and is focused on providing flexible options that help service desk operations reduce costs and improve service levels, while fully supporting their growth opportunities.

It's our business to help you improve yours!