

## Service Desk Solutions

### 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, and internal corporate help desk support. 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 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 resulting in improved service levels and quantifiable cost savings.

Our Service Desk Solution provides the following:

- ✓ Reduced service delivery costs;
- ✓ Ability to better handle peak activity loads;
- ✓ Access to best-in-class processes, procedures and technology tools;
- ✓ Improved first time resolution and increased end-user productivity;
- ✓ Ability to focus time, resources and dollars on core IT initiatives.

### Focusing on Your Core Business

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 IT executives are pressured to focus on core 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 IT initiatives. At Bell Techlogix we excel at overcoming these challenges and exceeding client expectations, because Service Desk is "our" core business.

### Bell Techlogix Solution

With over 25 years of providing best-in-class service desk solutions, Bell has a proven track record 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 also offers the ability to create a complete regional or national Service Desk Solution by integrating it with other advanced services, such as:

- Tier II and Tier III technical support;
- On-site technical support;
- Depot Services;
- Advance exchange services.

***It's our business to help you improve yours!***