

CDW CANADA SERVICES: HELP DESK



OVERVIEW

Today the productivity and efficiency brought by new technology can have a large impact on your organizations success. However, it is these same technologies that can present users with adoption challenges and technical issues that can cause road blocks. That's where CDW Canada's Help Desk service comes in.

HELP DESK SERVICES FEATURES:

- 24/7/365 Never Sleeps Support
- Full Bilingual
- SLA Guarantees
- User Satisfaction Polling
- Onsite or Remote Support
- 3 Tiers of Escalation
- Full Ticket Management
- Flexible Application Support

FEATURED PACKAGES

HELP DESK PACKAGE:

An off-site multi-tiered support service that provides 24/7/365 access to technical support.

Key Features:

- Offered on a flat fee per user/month
- Real time technical support by qualified support professionals
- Single point of contact (24/7) for all problems, requests and questions
- Service Level Agreement (SLA) based on issue urgency
- Local and toll free telephone, web portal, Skype™ and e-mail communications
- Real time web chat
- Remote technical support tools to interact with a user's desktop
- Escalation path for all service requests (remote)
- Desktop Basic MS Office Suite of Product and Windows, MAC O/S and MAC MS Office
- User Move Adds Changes (MAC)

DESK SIDE PACKAGE:

Technical support that provides Tier 1 Technical Support for desktops, laptops and mobile devices onsite.

Key Features:

- Microsoft™ Certified Professionals or similar proficiency
- Desktop, laptop and mobile device troubleshooting and repair
- Desktop application support
- Database migration
- Reports, stored procedures and queries
- Database monitoring and reporting

SERVER SIDE PACKAGE:

Technical support that provides Tier 2 Technical Support for server, desktops, laptops, mobile devices and network devices onsite.

Key Features:

- Microsoft™ Certified Professionals or similar proficiency
- Desktop, laptop and mobile device troubleshooting and repair
- Server device troubleshooting, repair and change management
- Server application installations and Group Policy rollouts
- Desktop application support
- General Proficiency Open Systems Interconnection model (OSI) Layers 4 through 7

DOWNSTREAM PACKAGE:

We provide you the means to manage your IT department—you simply provide the resources.

Key Features:

- Custom help desk board with organizational views and usage
- Time tracking and expense management modules
- Project tracking and automation
- Automated ticket creation and escalation reporting
- Customize workflow for notifications
- Cost effective incident management system with detailed

