Attronica

Desk-Side Support Services

When it comes to solving your employee's IT issues, getting them resolved quickly and accurately is critical. Every moment your IT department spends managing hardware and software issues can impact your company's productivity and employee satisfaction. **Let us help you reduce your overall cost of ownership!** Our 35 years of serving clients across many industries ensures we've seen it all and we'll make sure to solve the problem quickly and efficiently.

KEY FEATURES

Effectively Share Costs: We have flexible costing options that allow you to more easily budget for expenses and share costs with functional groups based on their actual usage.

Appropriate Levels of Support: Attronica can help you meet your specific needs of support. From simple break/fix and deployment services integrated into your larger Help Desk, to an entirely customized solution.
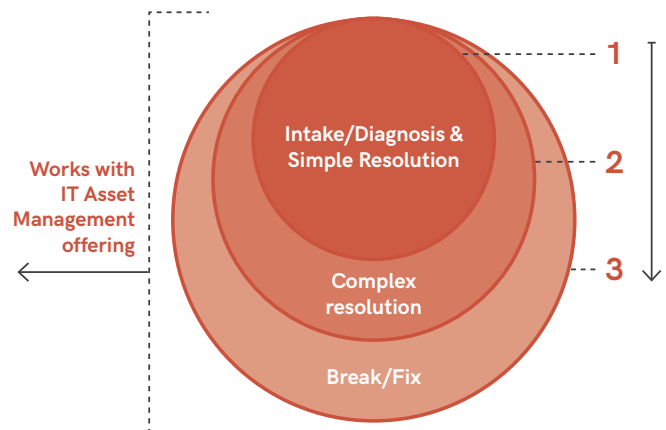
Ticketing Systems: Our team can work directly with your ticketing system of choice or we can provide our customized ticketing system at no extra charge.

Desk-Side Support: We provide hands-on support (with on-site or remote options available) to make sure your employees get the service they need when they need it.

LEVELS OF SERVICE

Attronica can tailor your Desk-Side Support Services solution depending on your specific needs.

Works with IT Asset Management offering

1 — Intake/Diagnosis & Simple Resolution
2 — Complex resolution
3 — Break/Fix

KEY BENEFITS

» **Reduce costs** by leveraging our scale across multiple customers—pay only for what you use!

» **Reduce time spent** on help desk team management (recruiting, training, etc.) while maintaining the value of an onsite team.

» **Ensure your help desk team** always has the latest training and knowledge base.

» **Manage cost** on reliable schedule thus reducing variability in your cost structure.

» **Keep your highly-trained engineers** focused on the most complex/unique problems.

» **Integrate directly** into your ticketing software.

CALL US TODAY: 877-753-8997

We'll do a **free assessment** of your Desk-Side Support Services needs to determine the best approach, benefits and savings with an Attronica-delivered Help Desk solution.