

Highlights

Instant ROI (from Day 1)

Faster time to resolution

No investments required in tools and infrastructure

Live support on site

Related Services

IT Service Contract Audit

Desktop Audit

Telecom Audit

Ongoing Telecom Management

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●●● Situation Analysis

IT Helpdesk and Desktop support is a necessary and labor-intensive activity for any organization. Help desks are poorly staffed and do not have sufficient subject matter expertise to resolve all technical issues. Efficacy of an IT organization is primarily gauged by the efficiency and problem resolution capabilities of the Help Desk.

●●● Potential results of situation

- High problem resolution times
- Dissatisfaction with IT operations
- End user satisfaction cannot be gauged
- End user has to call in multiple times to resolve problem
- Month end reports do not provide adequate details for upper management

●●● Our Value Proposition - What's Included?

We offer a service that acts as the single point of contact, resolution and accountability for your end users. Our Service Desk package integrates Help Desk activities with Service Event Management and Desktop Support. We include

- Onsite query handling via phone, email or chat
- Live support for common desktop applications like MS Office, Norton Antivirus, etc.
- Live desk-side support using keyboard and screen sharing
- Complete management of Service Events including trouble ticket creation, escalation, vendor coordination, resolution and end user management
- Customized IT services website integrated into your company intranet
- All necessary tools and infrastructure

●●● How we do it?

We create a Service Desk at your site manned by dedicated engineers. This Service Desk acts as the single point of contact to handle all your end user queries via phone, email, chat and walk-ins. The backend components of our Service Desk are located in our facilities offsite and are operated by dedicated engineers. The ratio of onsite to offsite personnel is based on your requirements and comfort level. The typical ratio of onsite to offsite personnel is 30:70 with higher offsite ratios resulting in more savings passed on to you.

When a service call is received a service ticket is automatically generated and escalated to a Level 2 support engineer. If the ticket is related to Desktop support an engineer is immediately connected to your end user without disconnecting the call. Our process eliminates Level 1 support and your end users get direct Level 2 support resulting in a faster resolution time. Most issues are resolved on the first call itself.

At the end of the month, our Service Event Management system sends you a complete report, which include calls handled, time to resolution and an end user satisfaction survey.