

The Nexus Management Help Desk

“Expert Help for all your IT needs”

“49 % all helpdesk calls are due to some type of failure of the desktop operating system and/or software” (*Gartner Group*).

If you need help, call us now. **Our number: 207 319 1100 or via our dedicated 800 numbers.** Our technicians and engineers are specialists in wide variety of IT products, and can be available 24/7.

Maintaining an effective help desk – one that provides quality IT support within an efficient timeframe – can be an expensive proposition for a business. The alternative, however, can be much more costly in the long term. When individuals, or the entire company are experiencing IT problems, productivity is impacted, and there is an associated cost, whether in real dollars or missed opportunity.

The Nexus Help Desk service provides world class technical support tailored to the specific needs of your company. Our Help Desk serves as a central point of contact for all your IT inquiries, including hardware, software, networks, laptop support and remote network access. Our Help Desk service features the following capabilities:

- **Speed:** We resolve the majority of calls within minutes, while highly complicated issues are addressed by specialists who can take control of your computer via secure remote access.
- **Accountability:** We log all calls and ticketed into a central database. The database serves as an invaluable record of recurring problems so more effective solutions may be found to prevent them. All clients have access to this database with a web portal available for viewing.
- **Effectiveness:** We have selected our technicians as much for their customer service skills as for their level of technical expertise. Tier 1 and 2 Desktop and Server support with a **75% call resolution** at this level is available for both applications and event support. If a ticket remains unresolved remote management is possible.
- **Flexibility:** Help Desk coverage tailored to the needs of your Business.
- **Focus:** On-Call resolution and customer satisfaction in the first call.
- **Teach:** How to resolve problems independently the next time you face them.

The Help Desk can relieve as much as 60% of the workload from on-site IT technicians, who are usually required for more complicated tasks than software support. This ensures maximum time efficiency for all of our clients' employees.

Severity/Urgency/Priority:

All Helpdesk requests are assigned on a scale of 1-5 for Severity, Urgency and Priority, with 1 being the highest:

US: Nexus Management Inc, 4 Industrial Parkway, Brunswick, ME 04011, USA.

Phone: +1 207 319.1100, Fax: +1 204 725.8552,

UK: Nexus Management (EMEA) Ltd, Unit 7B, Station Square, Dornoch, Sutherland, Scotland, IV25 3PG, UK.

Phone: +44 1862 812 107, Fax: +44 1862 810 320

www.nexusmgmt.com
info@Nexusmgmt.com

- ✓ Severity = Technical Problem
- ✓ Urgency = Business Problem
- ✓ Priority = Based on the Service level Agreement (SLA)

Escalation:

The Nexus Helpdesk has defined escalation procedures for various types of calls:

- ✓ To help teams keep track of important issues
- ✓ To insure that SLAs are met.
- ✓ To notify managers while there is still time to take action.

Quality Assurance

- ✓ Automatic Feedback forms are emailed to the end user as each call is closed.
- ✓ Regular calls between the Helpdesk and on-site staff.
- ✓ Regular communication between the Nexus Client Manager and the designated client contact.
- ✓ Monthly reports of the Helpdesk performance.

When you call the Help Desk, all we will need to know is:

- ✓ Your name
- ✓ A description of your problem
- ✓ A fair indication of the urgency of the problem

Why use The Nexus Helpdesk?

- Nexus has supplied IT solutions since 1989. We have developed our Helpdesk services to give you the maximum benefit from years of delivering premium services.
- Our Helpdesk is designed to support more than just your staff. We have many services that link into our Helpdesk that ensure the optimum service is given to you. Our report back facilities give you up to date information, when you want it.

Available Reports:

1. Number of Calls to the Help Desk:

- ✓ Call Volumes per Hour per month
- ✓ Dropped Calls per Hour per Month
- ✓ Average Response time
- ✓ Average Call length

2. Service IT Statistics

- ✓ Graph of the number of calls to the Help Desk
- ✓ Top 10 Callers
- ✓ Top 10 Problems
- ✓ Average Time to Fix problems

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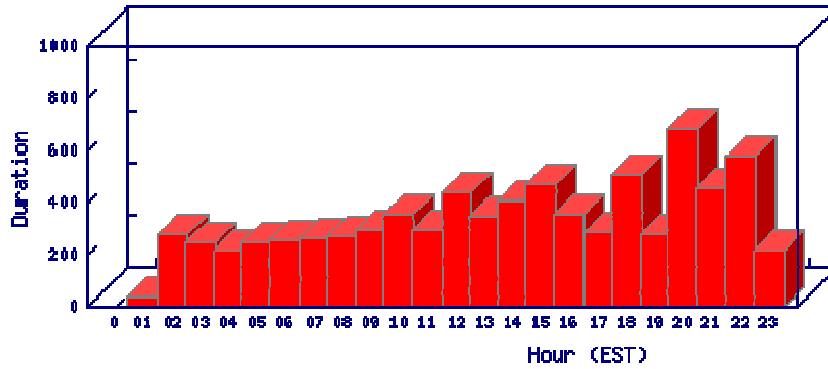
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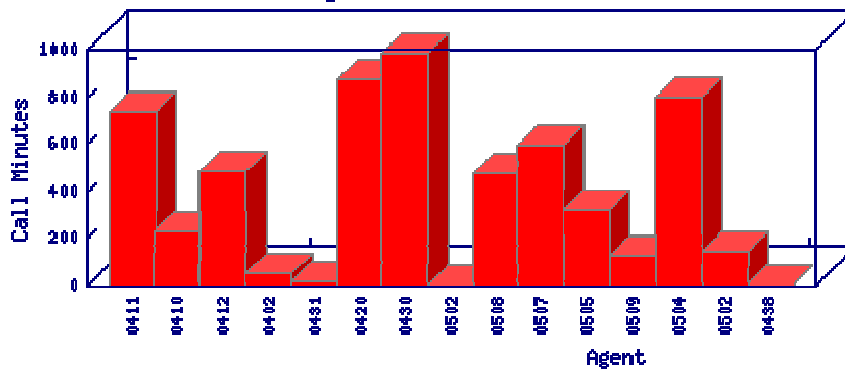
Report Date 2005-06-01 - 2005-06-21 Client % Total Number of Calls 1110

Overall Average Call Length 315.3099

Average Call Duration By Hour



Agent Call Minutes



Agent Call Count

