



Help Desk

The PC Mall Service Desk provides you with the right answers, right when you need them. Your IT issues are not only tracked and resolved, but analyzed to enhance employee performance and increase productivity.

Call your PC Mall Account Executive today to learn more.

1.800.555.MALL
www.pcmall.com



PC Mall Service Desk clients never have to wonder what they are getting for their money because our robust and customizable reporting capabilities demonstrate the results.

PC Mall can help you build a reliable support infrastructure

The PC Mall Service Desk is a logical choice for a help desk solution. We efficiently deliver a consistently high level of service, reduce vendor management, and lower your overall cost of doing business.

Client satisfaction, a strong focus on the training of our analysts and measuring our performance are at the heart of our business philosophy, and we are relentless in our pursuit of ongoing improvement. We continually look for new ways to apply our expertise to your advantage.

PC Mall engages only talented professionals who understand the human side of technology, foresee the unique challenges that technology presents, and possess the passion necessary to successfully coordinate and execute your customized solution. Bottom line: we provide fast, efficient and expert technical support.

We combine the right people, best practices, process-driven methodologies and industry-leading tools to deliver a custom help desk solution that exceeds expectations. Our proven processes, coupled with our continuous process improvement measures, ensure you consistently receive exceptional service to support your business objectives.

Dedicated Telephone Number

PC Mall establishes a dedicated telephone number for you that is answered with a greeting customized to your specifications.

Client Support Team

We believe that depth of knowledge is more important than breadth. That's why we create a team of dedicated analysts to support your

specific help desk needs. Our team focuses on giving your team personalized support.

Client Support Team Manager

Each team within the PC Mall Service Desk is managed by a Client Support Team Manager. The manager's responsibilities include:

- ▶ Managing the support team
- ▶ Monitoring the service level objectives on a daily basis
- ▶ Serving as a single point of contact

Online Tracking

PC Mall's proprietary Web-enabled support tracking system closely monitors all support tickets. This tool captures, tracks and reports on important ticket management information while helping you proactively and effectively manage your technology environments. We also provide customized tracking reporting to:

- ▶ Identify trends
- ▶ Track call volume and fluctuations
- ▶ Analyze PC Mall performance against SLA

Measurable Benefits

Our mission is to support your efforts in serving your own customers' needs because we're successful when you're successful. The PC Mall Service Desk solution delivers the added value of process ownership while measuring our value through established Service Level Agreements.

PC Mall
Here for You