

MANAGED SERVICES

ePlus Service Desk

Elevate the value of your team.

Managing users, technology, and the overall growth of your company's IT infrastructure can be a daunting task.

Do any of these challenges sound familiar?

- Remote workforce causing support headaches
- Existing customer service not meeting SLAs
- High turnover rates
- Constant need to ramp headcount up or down for business reasons
- Providing coverage beyond normal business hours
- Rising IT costs





By leveraging ePlus Service Desk, you'll benefit from an ITIL-compliant framework and a central point of contact to troubleshoot, triage, and resolve your IT service issues.

What outcomes can you expect?



Increased customer satisfaction



Improved process efficiencies



Predictable budgeting



Maintain staff's focus on your core business

Better insight into end user challenges



Increase in first call resolutions

Now that we covered the "WHY" let's dive in a bit on the "WHAT."

When you partner with ePlus, you get a standard set of exceptional deliverables...

RESOURCES AND SUPPORT

- + Secure level one and two technical support
- + 24x7x365 support
- 100% U.S.-based facilities
- + Phone, email, and chat support (dedicated toll-free number)

CUSTOMER EXPERIENCE

- Quick onboarding and assigned Customer Success Manager
- + ServiceNow ticketing web portal
- + Customized greetings, reports, and surveys
- Remote desktop support

BETTER QUALITY CONTROL

- + ITIL-certified processes and best practices
- Tailored knowledge base
- Call recording for training and quality control
- Service Business Reviews (service analysis and service level target metrics for continuous improvement)

Equally important is the "HOW" and this is truly where ePlus shines.

Our Service Desk offering is geared toward a completely *positive customer experience*. Yes, we are talking about you!



Just a few examples of how we operate with customer experience top of mind:

phone greetings Remote desktop support to speed

Customized entry points, including

- troubleshooting

Follow up surveys to elicit feedback

even more attention

Flexible model choices to best

VIP user designations to warrant

fit your needs—remote or onsite, dedicated or shared analysts

Not all service providers are created equal... What sets ePlus apart in the Service Desk arena?



with strong, experienced leadership and a loyal customer base.

We've been in the Service Desk provider business for 13+ years



We set you up for success with a quick, proven onboarding

Our people make a tremendous difference. We have long

agent tenure with English as their first language.

process and assigned Customer Success Managers.



We have broad offerings and flexibility to incorporate



We hold the SSAE 18 SOC 1 Type 2 attestation.

other functions beyond "answering the phone."

Ready to elevate your team's value with ePlus Service Desk?

LET'S GET STARTED.

Where Technology Means More®

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