# Managed Helpdesk

## We Are
## Your Local Employee Support

### The Ultimate Customer Service
Providing quality, fast, and effective IT support is a cornerstone of our business. With Mosaic's Managed Helpdesk Service, your end users become our IT customers. Ensure your company's workstations and devices have IT support when your departments need it. Our Managed Helpdesk Service takes care of it all, with Mosaic Technologies' certified experts to support your employees and maximize productivity within your company.

**Improved Customer Service**

**Analytical Reports**

**Certified Customer Support Experts**

**ITIL Standard Triage & Escalation**

### What we offer for your business
Managed Helpdesk is a managed IT service that allows you to outsource your IT support and focus on your core business. We utilize certified IT professionals to support your business and provide best-in-class customer support to your users. Effortlessly achieve a higher level of dedication to your business and current campaigns with a managed helpdesk solution.

### Managed Helpdesk - For your business
- ✓ End-Users Technology Support
- ✓ Dedicated Support Number & Email
- ✓ Certified IT Experts
- ✓ Predicatble Monthly Support for Budgeting
- ✓ Keep Critical IT Services and Projects Running
- ✓ Peak IT Helpdesk Performance
- ✓ Scalable Service to Match Your Current and Future Needs
- ✓ Quarterly Uptime and Availability Reporting
- ✓ Industry ITIL Standard Triage & Escalation Process
- ✓ Local Northern Wisconsin Based Support

## End-User Helpdesk Services

Give your employees the IT support they deserve and manage their issues through our helpdesk services with certified experts so you can focus on providing the best product or service possible. From logging the information and requests to helping resolve the issue, we've got you covered.

✓ Log Incidents and Requests
✓ Manage Trouble Tickets
✓ Update End Users on Status of Issues

## Industry ITIL Standard Triage & Escalation Process

Effectively categorize and assign end-user service to work through and prioritize the most pressing issues first and achieve the highest support satisfaction.

✓ Prioritize and Categorize with Support Tickets
✓ Start to Finish Customer Support
✓ Solve Issues Faster than Ever

## Quarterly Analysis & Trends

Each quarter you receive a detailed analysis and trend report to show opportunities and strengths within your escalated support. Quarterly reporting allows growth and adaptation in the evolving market. Being good at what you do isn't enough anymore. Using detailed analytics to pinpoint weak spots in your business and highlight strengths increases overall efficiency and productivity for your business.

## Monthly Metrics Reporting

Receive monthly reports about your employee service calls, the frequency of each issue, growth opportunities, and overall end-user satisfaction. Receive analytics to better your business in a changing environment and understand your company's IT needs by analyzing what parts of your business' IT needs the most attention.