

## Help Desk Services



GCI offers Help Desk services from our two Managed Service Centers and Network Operations Centers, which are staffed with qualified IT professionals to support your business 24 hours a day, 7 days a week, 365 days a year in seven languages to the degree of complexity and involvement required by your network infrastructure.

Our highly skilled technical team is available to answer questions and provide remote troubleshooting for wired, wireless and converged networks across a wide range of equipment manufacturers.

GCI can either complement your existing helpdesk requirements or take over your helpdesk services entirely for all your IT support needs.

GCI Help Desk Services include a Service Transition period that moves customers from no support to GCI customized support to 'Go-Live' and steady-state support as defined in each service contract.

This service is offered in a fixed-contract term agreement.

### Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technologies, and with few caveats, any technology can be supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

## Help Desk Managed Services

### Standard Deliverable Components



#### Products Supported

- Each Help Desk agreement is specific to the customer set of requirements.
- Typical products include Cisco VoIP systems, Cisco Phones, Desk Top Support Services and other non-Cisco product support programs



#### Help Desk Deliverables

##### Tier 1 Help Desk

- Answer customer inbound telephone requests for service tickets (in-person)
- GCI Ticketing system, open tickets based upon Process Documents and Training
- Provides ticket status updates within the GCI ticketing platform



#### Help Desk Deliverables

##### Tier 2 Help Desk

- Initial Triage-Trouble Shooting per scripts, knowledge base & Training
- Resolve incidents and diagnose underlying problems using remote control tools and as possible, implement correct actions
- Update tickets within GCI service ticketing system