

GCI Managed Services - Help Desk

Our Team is on Your Team

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.

GCI has been named to the prestigious MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Help Desk Services



Scope of Ticket Support

- Receipt of ticket via eMail, phone, alarm or e-bonded platforms
- Logging and tracking
- Triage of service ticket through suitable routing avenue and technical level
- Troubleshooting via remote engineering teams
- Complete ticket management from inception to closure



Tier 1 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
- Reporting



Tier 2 Deliverables

Tier 2 Help Desk

- Initial Triage-Trouble Shooting per scripts, Knowledge base & Training
- Resolve incidents, diagnose underlying problems using remote control tools; if possible, implement corrective actions
 - Update tickets within GCI service ticketing system
 - Reporting