

# HELPDESK | MAXIMIZE YOUR NETWORK AVAILABILITY



Help Desk, a proven methodology of troubleshooting techniques and escalation procedures are immediately initiated. As a result, your network problems are identified and resolved in a competent and timely fashion.

## Certified Expert

Microsoft certified systems engineers, Novell certified network engineers, Citrix certified administrators, Cisco certified specialists, Mitel certified installers and WatchGuard certified engineers staff DataComm's Help Desk to support your personnel in the diagnosis and repair of mission critical network issues.

## Availability & Flexibility

DataComm's SPOC Help Desk is staffed to support your network availability issues from 8:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday, exclusive of DataComm Networks' recognized holidays. If required, extended SPOC Help Desk hours can be scheduled.

## Remote Dial-In Support

Remote dial-in support for systems diagnostics, configuration changes or software patches is also provided by DataComm's SPOC Help Desk. Remote support maximizes network availability and reliability while helping you meet service level objectives.

## Trouble Ticket / Solution Database

Augmenting this technical support is a sophisticated Help Desk trouble ticket and solution database system known as Expert Support Program (ESP). ESP facilitates problem identification and resolution by crosschecking all incidents within the solution database for fixes and tracking each incident through resolution.

## WHAT DOES NETWORK AVAILABILITY MEAN TO YOU?

Or better yet, what does network downtime cost your organization? DataComm's Single-Point-of-Contact (SPOC) Help Desk, offers comprehensive technical support to maximize the availability of your mission critical enterprise network.

With the need to provide superior end-user support and to minimize employee downtime, while also increasing cost efficiencies, many companies are reevaluating their approach to desktop support and how they deliver Help Desk services.



**“** Just wanted to tell you how much we appreciate the help that DataComm has been giving us. Your employees are both professional and honest and they stay late, making sure that all situations are resolved.

Andy Dobson | Information Systems Lee Memorial Hospital  
Fort Myers, Florida

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## SPOC'S HELPDESK ESCALATION PRIORITIES & GUIDELINES

### Warranty Administration Service

Warranty Administration Service is bundled with SPOC Help Desk support. Again with one call, qualified technical support direct from the manufacturer, will be notified and monitored by DataComm to ensure timely resolution allowing you to focus on your cores business issues.

### Enterprise Level Priority

Defined generally as outages affecting an entire organization or enterprise and involving multiple locations. Escalated to first level supervisor if not resolved within one hour, then management if not resolved within two hours.

### Branch Level Priority

Defined generally as outages or problems affecting a branch or office. Escalated to first level supervisor if not resolved within two hours then management if not resolved within four hours.

### Workgroup Level Priority

Defined generally as outages or problems affecting a workgroup or department. Escalated to first level supervisor if not resolved within four hours then management if not resolved within eight hours.

### Workstation Level Priority

Defined generally as outages or problems affecting a single workstation, desktop, or user. Escalated to first level supervisor if not resolved within eight hours then management if not resolved within 16 hours.

