

# Service Desk Done Right...



## Benefits

### 1. Reduced Cost

You will have access to the knowledge, experience and dedication of a professional team through Trivalent's economies of scale.

### 2. 24x7 Support

Trivalent's Service Desk center can be available 24x7x365. IT support requests can be submitted by phone or email, at any time of the day or night and will be handled appropriately.

### 3. Self Service

Tickets are tracked and recorded, in addition to resolutions, which are translated into a knowledge base where users can search for self Service. This further streamlines your efforts and allows staff even quicker results for common issues.

### 4. Improved Efficiency

Managed Service Desk delivers the right information to the right people, at the right time. Service desk requests can be submitted through a variety of communication channels, and are logged and tracked according to industry best practices.

### 5. Reduced Calls

Managed Service Desk Services prevent future issues by analyzing the top Service desk support requests and proactively informing users of potential issues.

### 6. Improved Bottom Line

By focusing your internal staff on core business issues, you can increase your revenue, profit and productivity.

### 7. Scalability

As your business grows and priorities shift, Trivalent's Managed Service Desk will adapt to support your changing needs.

Many companies struggle to provide Service desk support that satisfies internal demand. Employees experience the frustration of not being able to get immediate response or resolution which can hinder productivity. Trivalent's Service Desk Services can provide the right information, to the right people, at the right time. Managed Service Desk Services can offload the burden of internal support from your IT team. It can also lower your expenses as a result of the distributed cost of equipment, training, licensing, staffing, administration and management. Trivalent's Service Desk Operations are completely scalable to support your business expansion. Whether it's a first line support service, or a total outsourcing of Service desk, Trivalent's Managed Service Desk Services are here to help you.

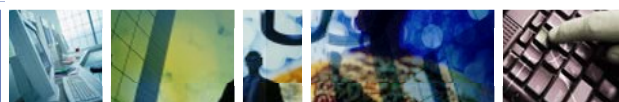
The first law of Information Technology (IT) management: As the technology demands of an organization grow, the less likely IT management will have the time, expertise, resources and budgets to meet those demands.

**Why Managed Services:** As a company evolves, merges or downsizes, it must adjust and manage changing technology infrastructure and applications. To do this successfully, IT management must overcome three main problems: **shifting deadlines, limited budget, and too few people.** This tough path is often misunderstood by other management.

This usually results in having to do more with less. While many IT managers have a go at it, they simply shift their worries from one place to another. In fact, research shows that up to eighty percent of IT resources are spent trying to balance these demands, leaving little time to focus on core issues – such as how to use IT to improve bottom line.

**Now there is good news:** Outsourcing IT services to an organization such as Trivalent, provides a company with the advantages of utilizing high-end IT management services and facilities for savings and productivity gains.

Thirty to forty percent productivity gains are not uncommon...**with the benefit of freeing-up time to focus on more important issues,** and the assurance that a trusted partner is covering your back.



## Service Options

### Shared Multi-Tier Managed Service Desk - General IT

- » Provides support for common and specialized enterprise office hardware and software applications across all platforms, such as Wintel/TCD, Win2x and MS Office
- » Service desk support resources can be shared across multiple clients
- » Multi-level support tiers
- » After-hour and overflow support

### Shared Multi-Tier Managed Service Desk - Application Support

- » Provides more specialized support for common enterprise applications, and some industry specific applications, as well as less-common environments, such as Linux and UNIX
- » Service desk support resources are shared across multiple clients
- » Multi-level support tiers
- » After-hour support

### Dedicated Multi-Tier Managed Service Desk

- » Provides dedicated resources to clients that require a higher degree of customized response and/or greater level of service. Examples include supporting larger scale non-standard applications, unique applications, processes, and/or environment
- » Service desk support resources are shared across multiple clients
- » Multi-level support tiers
- » After-hour support

### Managed Service Desk Staff Augmentation

- » Provides dedicated resources to a client, utilizing the client's existing support framework
- » Multi-level support tiers
- » Optional after-hour support
- » Used while client's support team is staff limited or in a smaller company where main support person is absent

### Managed Environment Services

- » Customized reporting
- » Break-fix service
- » IMAC – install, move, add, and change service
- » On-going monitoring and maintenance, such as physical asset management, backup and restore, remote monitoring, on-site support, software distribution and license management
- » Change management
- » Vendor management

CONTACT US TODAY FOR AN OBLIGATION FREE DISCUSSION ON HOW MANAGED SERVICES CAN Service FREE YOU AND YOUR TEAM TO FOCUS ON NEW PROJECTS WHILE ADDING TO BOTTOM LINE

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A non-profit organization needed a Service Desk solution that would provide support to a geographically diverse environment running various applications. When their existing IT support personnel left without notice, the multi-tier Trivalent Group Service Desk was there to support their environment within hours. Trivalent Group provides multilevel customer support including 24x7 telephone support and remote hands for all their computing concerns.

Trivalent exceeded the base requirements by providing after business hours support, remote application support, and vendor management. Combining the remote support of the Service Desk with the Trivalent onsite support team, the client was able to complete a global migration from Lotus Notes to Microsoft Exchange – all without missing a beat!

Trivalent Group is a Michigan based leader in the information technology industry that provides cost saving and revenue generating solutions to organizations in West and Mid-Michigan and the Great Lakes.

With 8 robust business units, Trivalent is operated by more than 60 diverse and technologically experienced professionals who have taken the company to more than \$20 million in revenue and a listing in the top Solution Providers in the United States.

Having network operations centers based in the Great Lakes, both Michigan and Illinois, Trivalent has over the years served companies such as Wolverine World Wide, Haworth, and other world class organizations