

Virtual Service Desk



Full Service Information Technology Solutions

The ICG Virtual Service Desk (VSD) was designed to provide immediate and cost-effective support to end users.

Staff

VSD personnel are trained professionals with considerable experience and skill in solving desktop, MS Office and connectivity problems for your workforce.

Delivery of Service

The VSD responds to problems and issues two ways: your staff can call and talk to a technician during the work day for a problem within their desktops or our remote monitoring system can alert the VSD of a larger and potentially more serious situation with your servers and/or network communications.

Results

Your office productivity will soar when your staff can speak immediately to knowledgeable VSD personnel when a problem occurs and can rely on prompt resolution. The VSD can diagnose and correct most desktop and connectivity issues. In addition, the VSD can restore accidentally deleted files from your backups.

Remote Control Tools

Using remote support software, a VSD engineer can (with your permission) connect directly to your desktop, see what you are experiencing in real time and perform corrective action on your desktop.

Escalation

In an instance where the VSD cannot resolve the problem, they will contact your authorized representative to authorize an on-site visit by a Level 2 or 3 Engineer.

Reporting & Cost Control

There is no more guessing how your network investment is performing for you. The VSD will provide reports of your calls and remote support software alerts with their resolution. You control the cost of on-site visits by authorizing each escalation to a Level 2 or 3 Engineer.

Real-Time Proactive Monitoring & Alerts

Remote support software monitors your network components and looks for connectivity and performance indicators out of the norm. When an anomaly is spotted, it instantly sends an alert to the VSD. When the alert is received the VSD will:

- **Diagnose:** Filter, diagnose and research each generated alert. Once an alert is found to be positive, the VSD will perform more information gathering and Level 1 problem determination.
- **Notify:** If the problem appears more serious, the VSD will contact your authorized representative to authorize an on-site visit from a Level 2 Engineer.
- **Escalate:** The VSD provides the dispatched engineer with the analysis so far, greatly reducing time to resolution. Critical alerts are typically escalated to an Engineer within 15 minutes

SUMMARY

- **Unlimited Remote Support** - Any Level 1 (desktop, access, connectivity, definition) problems will be addressed by interactive remote support. We will 'close the loop' with you to ensure prompt and effective problem resolution.
- **Real-Time Monitoring** - ICG will proactively monitor your network with the use of a remote support software and research all alerts generated by unusual conditions.
- **Automated Failure Notifications & Escalation** - All critical events will be escalated within minutes so that issues can be addressed as soon as possible.
- **Priority Engineer Dispatch** - If a problem occurs that is more serious, we will dispatch ICG engineers with priority.
- **Web-based Remote Control Software** - Remote support software licensing will lower service delivery costs.

