



## Help Desk

The NSPI Service Desk provides you with the right answers, right when you need them. Your IT issues are not only tracked and resolved, but analyzed to enhance employee performance and increase productivity.



*NSPI Service Desk clients never have to wonder what they are getting for their money because our robust and customizable reporting capabilities demonstrate the results.*

# NSPI can help you build a reliable support infrastructure

**T**he NSPI Service Desk is a logical choice for a help desk solution. We efficiently deliver a consistently high level of service, reduce vendor management, and lower your overall cost of doing business.

Client satisfaction, a strong focus on the training of our analysts and measuring our performance are at the heart of our business philosophy, and we are relentless in our pursuit of ongoing improvement. We continually look for new ways to apply our expertise to your advantage.

NSPI engages only talented professionals who understand the human side of technology, foresee the unique challenges that technology presents, and possess the passion necessary to successfully coordinate and execute your customized solution. Bottom line: we provide fast, efficient and expert technical support.

We combine the right people, best practices, process-driven methodologies and industry-leading tools to deliver a custom help desk solution that exceeds expectations. Our proven processes, coupled with our continuous process improvement measures, ensure you consistently receive exceptional service to support your business objectives.

### Dedicated Telephone Number

NSPI establishes a dedicated telephone number for you that is answered with a greeting customized to your specifications.

### Client Support Team

We believe that depth of knowledge is more important than breadth. That's why we create a team of dedicated analysts to support your specific help desk needs. Our team focuses on giving your team personalized support.

### Client Support Team Manager

Each team within the NSPI Service Desk is managed by a Client Support Team Manager. The manager's responsibilities include:

- ▶ Managing the support team
- ▶ Monitoring the service level objectives on a daily basis
- ▶ Serving as a single point of contact

### SARTrac

SARTrac, NSPI's proprietary Web-enabled support tracking system, closely monitors all support tickets. This tool is used to capture, track and report on important ticket management information. SARTrac output helps you proactively and effectively manage your technology environments. We also provide customized tracking reporting to:

- ▶ Identify trends
- ▶ Track call volume and fluctuations
- ▶ Analyze NSPI performance against SLA

### Measurable Benefits

Our mission is to support your efforts in serving your own customers' needs because we're successful when you're successful. The NSPI Service Desk solution delivers the added value of process ownership while measuring our value through established Service Level Agreements.



1-800-783-3871 [nspi.com](http://nspi.com)

