ePlus Service Desk
Watch your efficiency soar.

By leveraging ePlus Service Desk, you’ll benefit from an ITIL-compliant framework and a central point of contact to troubleshoot, triage, and resolve your IT service issues.

What outcomes can you expect?

- Increased customer satisfaction
- Greatly improved process efficiencies
- Significant productivity improvements
- Maintained staff focus on your core business
- Increase in first call resolutions

Now that we covered the “WHY”—let’s dive in a bit on the “WHAT.”

When you outsource your Service Desk to ePlus, you receive a standard set of exceptional deliverables...

**RESOURCES AND SUPPORT**

- Secure level one and two technical support
- 24x7x365 support from 100% U.S.-based facilities
- English as a first language
- Phones, email, and chat support (dedicated toll-free number)
- Tier 1 triage up to 20 minutes prior to escalation

**CUSTOMER EXPERIENCE**

- Quick onboarding and optional assigned Customer Success Professional
- ServiceNow ticketing web portal
- Customized greetings, reports, and surveys
- Remote desktop support

**BETTER QUALITY CONTROL**

- ITIL-certified processes and best practices
- Tailored knowledge base
- Call-recording for training and quality control
- Service Business Reviews (service analysis and service level target metrics of continuous improvement, dependent on proposal)

**MANAGED SERVICES**

: 888.482.1122
ePlus Service Desk

Not all service providers are created equal...

What sets ePlus apart in the Service Desk arena?

- We are an experienced Service Desk provider for more than a decade, and throughout that time have built a loyal customer base.
- Our people make a tremendous difference, with long agent tenure and all based in the United States.
- We also set you up for success, with a quick, proven on-boarding process and optional assigned Customer Success Professional to, well, manage your success.
- Finally, we have broad offerings and flexibility to incorporate other functions beyond “answering the phone.”

Equally importantly is the “HOW”—and this is truly where ePlus shines.

Our Service Desk offering is geared toward a completely positive customer experience. Yes, we are talking about you!

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Ready to watch your efficiency soar with ePlus Service Desk?

LET’S GET STARTED