RESOURCES AND SUPPORT
- Secure level one and two technical support
- 24x7x365 support
- 100% U.S.-based facilities
- Phone, email, and chat support (dedicated toll-free number)

CUSTOMER EXPERIENCE
- Quick onboarding and assigned Customer Success Manager
- 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 record for training and quality control
- Service Business Reviews (service analysis and service level target metrics for continuous improvement)

MANAGED SERVICES
ePlus Service Desk
Elevate the value of your team.

Managing users, technology, and the overall growth of your company’s IT infrastructure can be a daunting task.
Do any of these challenges sound familiar?
- Remote workforce causing support headaches
- Existing customer service not meeting SLAs
- High turnover rates
- Constant need to ramp headcount up or down for business reasons
- Providing coverage beyond normal business hours
- Rising IT costs

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

What outcomes can you expect?
- Increased customer satisfaction
- Improved process efficiencies
- Predictable budgeting
- Maintain staff’s focus on core business
- Better insight into end user challenges
- Decrease in first call resolutions

Now that we covered the “WHY”—let’s dive in a bit on the “WHAT.”
When you partner with ePlus, you get a standard set of exceptional deliverables...

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Just a few examples of how we operate with customer experience top of mind:
- Customized entry points, including phone greetings
- Remote desktop support to speed troubleshooting
- Follow up surveys to elicit feedback
- VIP user designations to warrant even more attention
- Flexible model choices to best fit your needs—remote or onsite, dedicated or shared analysts

Not all service providers are created equal...
What sets ePlus apart in the Service Desk arena?
- We’ve been in the Service Desk provider business for 13+ years with strong, experienced leadership and a loyal customer base.
- Our people make a tremendous difference. We have long agent tenure with English as their first language.
- We set you up for success with a quick, proven onboarding process and assigned Customer Success Manager.
- We hold the SSAE 18 SOC 1 Type 2 attestation.

Ready to elevate your team’s value with ePlus Service Desk?
LET’S GET STARTED.

Elevate the value of your team.

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!

Not all service providers are created equal...
What sets ePlus apart in the Service Desk arena?

We’re here to help with the Service Desk provider business for 13+ years with strong, experienced leadership and a loyal customer base.

Our people make a tremendous difference. We have long agent tenure with English as their first language.

We set you up for success with a quick, proven onboarding process and assigned Customer Success Manager.

We have broad offerings and flexibility to incorporate other functions beyond answering the phone.

We hold the SSAE 18 SOC 1 Type 2 attestation.

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