

# 24/7 SERVICE DESK

Is your business frustrated with slow IT service desk response and resolution times? SMS Datacenter's 24/7 service desk is ready to assist with your IT service issues. Whenever you need tech support, you can call our service desk by phone, email, web portal, and live chat. Our ITIL-compliant service desk will work diligently to resolve Tier 1-3 issues so you can get back to work.



## DON'T HIRE ADDITIONAL TECHNICIANS GET AN **IT SERVICE DESK** WITHOUT THE CAPITAL EXPENSE

Your business can contact our service desk 24/7 for all your IT issues. If needed, we can answer calls under your company name. We can solve most of your IT issues remotely from our office. You won't have to worry about capital expenses, hiring and training staff, and setting up service desk software.



### INCREASED SUPPORT AVAILABILITY

Our 24/7 service desk can accommodate your staff anywhere and anytime with options to contact us by phone, email, web portal, and live chat. This solution is ideal for users in different time zones.



### IMPROVED CUSTOMER RELATIONSHIPS

Long wait times for tech support can lead to delays in responding to customer inquiries and missed sales opportunities. SMS Datacenter can deliver quick and consistent tech support for your business.



### LOWERED COSTS

With our service desk, there's no need to hire additional staff. SMS Datacenter can take care of hiring and training the service desk technicians. Outsourcing reduces fixed costs and boosts ROI.

## WHY **SMS DATACENTER?**

We strive not only to meet but to exceed the expectations of our customers. We believe that technology and creative solutions can provide the power to unlimited success. Our top priority is helping our customers in achieving solutions that lead to business results.

**CALL US TODAY AT 949-223-9220**

**VISIT OUR WEBSITE AT SMSDATACENTER.COM**

2681 Kelvin Avenue, Irvine, CA 92614

# TRUST **SMS DATACENTER'S SERVICE DESK** TO RESOLVE YOUR IT ISSUES QUICKLY

Technology is critical to business operations and productivity. Employees are using multiple devices and integrating more complex programs into their work processes. If your technology doesn't work, your business can slow to a crawl. For example, if your email server is down or the network is not accessible, your staff will likely lose productive work hours. In turn, your business can lose money with each passing minute. Plus, slow response and resolution time can lead to low employee morale.

Not being able to work due to IT breakdowns can be aggravating. SMS Datacenter's 24/7 Service Desk can help your staff stay productive by providing a single point of contact for their IT issues.



## **CONSULTING SERVICES**

Our consultants can help you use the service desk to meet your strategic goals. We can identify business processes that are affected by incidents and problems. We can also review your service desk request history and suggest solutions that can improve the quality of your products and services.



## **PROACTIVE PREVENTION**

Our service desk does not simply react to customer requests but also prevents issues before they affect your staff. SMS Datacenter can update and patch your applications on an ongoing basis. We can also monitor your devices and fix any issues before your system breaks down at an inopportune time.



## **SERVICE LEVEL AGREEMENT**

SMS Datacenter can answer your calls in a quick, friendly, and professional manner. We ensure we are meeting our commitments by following a Service Level Agreement. SMS also measures satisfaction among your users by conducting performance surveys.



## **ITIL COMPLIANT**

SMS Datacenter provides a consistent support experience for your staff by following the ITIL service desk standard. We are trained to follow a common set of procedures instead of trying different solutions at random. This standard can lead to shorter set up time frames, reduced costs, and elimination of major risk factors.



## **ADDITIONAL RESOURCES**

Your staff can rely on our service desk for getting a new device or software program up and running. We assist with installation and training for using these components. Your staff can also access our self help knowledge base so they can solve their issue on their timeline. Educating the user can lead to faster resolution of their issues.



## **TIERED SUPPORT**

Your staff won't have to wonder who to call for IT support. Our service desk can be the single point of contact. Our Tier 1-3 team consists of individuals with diverse credentials, training, and experience. If an incident requires a technician with specialized skills, it can be escalated to your IT admin or our Tier 3-4 technicians for resolution.

*Our IT Service Desk can provide even more benefits than those listed here. A thorough IT assessment by a trusted SMS Datacenter specialist is the best way to find out that our IT Service Desk is the right solution for your business.*

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