

Service Desk

Delivered and Supported by CIO Dynamics



DATASHEET

CIO DYNAMICS – SERVICE DESK

OPERATING SYSTEMS

Windows XP, Vista, 7 and later
Windows Server 2003 or later
Mac OS 9, OSX

MOBILE OPERATING SYSTEMS

Android (All Versions)
IOS 4, 5 + (iphone, ipad, ipod
Touch) Windows Mobile

AT-A-GLANCE

- 24/7 'follow the sun' support option
- Multi-lingual support
- Phone, email and chat support options
- Permission-based
- remote view & control
- Self service portal allows incident tracking and status
- Remote support (via LogMeIn) and advanced reporting tools
- Monthly performance reporting

Our CIO Helpdesk is designed to deliver customers a premium helpdesk experience at a price to meet their budget. We understand that CIO Dynamics customers have unique software applications they use to run their businesses.

One-Call Resolution

Dedicated 800 number and personalized greeting. The majority of Service Desk incidents are resolved on the 1st call, allowing your employees to quickly resolve problems and more quickly refocus on return to business. Our best practices reduce time to resolution while your employees experience excellent customer service.

Quick and Easy On-Boarding

Our goal is to make on-boarding a positive and productive experience. We begin by scheduling a call to discuss your and your employee's needs and overall business goals. Only after thoroughly understanding these needs do we begin the process of setting up your company profile, ticketing procedures, escalation practices and specifics related to your business. When we acquire a new customer we work closely with them to understand as much as possible about their end users to ensure their overall satisfaction.



Self Service, Phone, Email or IM Support

North American or Off-Shore Support Options

- Your choice of 24 x 7 x 365 including weekends or 8 x 5 business hours
- Multi-lingual support options
- Dedicated 800 number and personalized greeting

Your Trusted Partner

- Our ITIL--certified support team ensures a service desk standard of excellence
- CIO Dynamics global infrastructure provides a platform for growth by rapidly adding new services

CIO Dynamics Help Desk

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CIO Dynamics

1Current List of Supported Hardware, Software and Operating Systems

Hardware	Software	Operating Systems
Desktops	System S.W. (O.S. & drivers)	Windows
Laptops	Application S.W. (Microsoft Office, Office for MAC, Adobe Acrobat)	Apple
Peripherals*	Security S.W. (Norton, McAfee, AVG, MS security essentials, Avast)	Ubuntu
Printers**	Internet Browser (Google Chrome, Internet Explorer, Firefox, Safari, Opera)	* Current version plus 2 versions back, unless no longer supported by the software manufacturer/developer
Smart Phones	Utility S.W. (7-Zip, Win Zip)	Mobile Operating Systems
Storage devices	* Keyboard, Mouse, PC Monitor and Docking Stations	Android
Routers		Apple IOS
VOIP Phones		Blackberry
	* Printer support—Windows configuration set up, toner replacement and best reasonable effort connectivity	Windows Operating System
		* Current version plus 2 versions back, unless no longer supported by the software manufacturer/developer

Description (monthly)	Service Level Metric
ASA (Average Speed of Answer)	80% of calls and chats will be answered within 60 seconds or less
FCR (First Contact Resolution)	80% of contacts will be resolved at the first level (for resolvable incidents with defined scripts)
Abandonment Rate	Up to 5% of all calls and chats may be abandoned by the caller after 30 seconds or more
Voice Message Response Time	Average of 30 minutes or less for Voice Message response time

Why CIO Dynamics?

CIO Dynamics is a cloud service provider (CSP), offering partners and customers access to a global marketplace, expertise, solutions and enablement programs that empower organizations to be more productive, more secured and conduct business with privacy confidence and ease. For more information on CIO Dynamics Cloud of services, please visit www.ciodynamics.com

Let's Get Started

Contact CIO Dynamics to discuss this cloud services opportunity today. Phone: 1 (321) 765-3962 or email Info@ciodynamics.com.

*The supported products are subject to change, and service availability for these products subject to the terms and conditions set out in CIO Dynamics Service Desk Support policy. CIO Dynamics does not remediate issues such as O/S and Application Patches, Antivirus Updates and PC Performance problems.

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