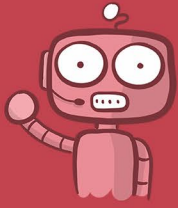


SERVICE DESK

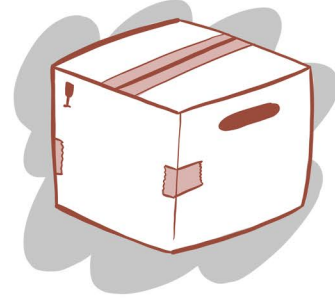


Your organisations first port of call for IT support or as an extension to your in-house IT team, the PCS Service Desk is there for you. Acting as a central point of contact to support with your IT issues, preventing business downtime and ensuring normal service is resumed as quickly and efficiently as possible.

At PCS we don't use call scripts and all engineers are of a 3rd line quality so the same engineer will take ownership of your call from the beginning to end. For great service, ownership is key, our unique model will bring you and your users the best level of support and communication, this will keep your systems running, problems addressed efficiently and your users focused on what they're great at.



- Access to highly trained IT support engineers
- Direct escalation to top IT manufacturers
- Non-tiered service desk
- All 3rd line quality engineers
- No call scripts used
- Optional weekend cover



- Reduced risk of business downtime
- Help just a phone call away
- One central point of contact
- Extension to your IT support function
- Full call logging, ticketing and reporting system
- Contractual Service Level Agreement

Service Desk is part of the Support product family.
Explore the other solutions we offer to manage your IT infrastructure, across our 5 product families.

Contact us today for more information.

