



Help Desk

We take the time to understand your Organization’s staff and design a help desk program based on your needs. Through extensive research and dedication to our clients, we have developed methods that utilize the latest technology to offer help desk solutions that work to increase your productivity while reducing your current MIS budget.

OUR PLATFORM Everyone at Datacore knows and understands we succeed one client at a time. In order for us to succeed, we have to make sure YOU succeed. Our understanding of this is what drives us to provide the most flexible options for your needs and back up those options with unparalleled quality and support. We provide our clients with an enterprise level web-based service order system for maintaining and tracking service, as well as full escalation and approval procedures.

OUR NUMBERS

- Help Desk average wait time is **less than 30 seconds**
- Average calls dropped is **1 in every 500**
- Number of outsourced engineers is **ZERO**
- Average 1st call resolution is **98%**
- Immediate assistance provided for **99% of all calls**
- 95% of all calls are resolved **within 4 business hours**

OUR TOOLS

- Custom Web-Based Help Desk Tracking System
- 24/7 Emergency Remote Access
- International Web-Based Rescue
- 24/7 Proactive Hardware and Software Monitoring

RESPONSE AND RESOLUTION TIMES

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response Time (in hours)	Resolution Time (in hours)	Escalation Threshold (in hours)
Service not available	1	Within 1 hour	ASAP – Best Effort	1 hours
Significant degradation of service (critical functions affected)	2	Within 2 hours	ASAP – Best Effort	2 hours
Limited degradation of service (limited functions affected, business process can continue)	3	Within 8 hours	ASAP – Best Effort	8 hours
Small service degradation (business process can continue)	4	Within 8 hours	ASAP – Best Effort	24 hours



SERVICE REQUEST ESCALATION PROCEDURE

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved
5. Level 1 Resolution – issue is worked to a successful decision
6. Quality Control – Issue is verified to be resolved to Client's satisfaction
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

Standard working hours for Datacore's desktop Help Desk, are Monday through Friday 7:30am to 5:30pm Eastern Daylight Time (EDT). Emergency services performed outside of the hours of 7:30am – 5:30pm EDT Monday through Friday, excluding public holidays, shall be subject to additional fees. Trouble Tickets may be opened by Client's designated I.T. Contact Person by email to our Help Desk, or by phone if email is unavailable. Each call will be assigned a Trouble Ticket number for tracking.

Our escalation process is detailed in the above chart. Datacore will provide ongoing monitoring and security services of all covered desktops, and provide monthly reports, as well as document critical alerts, scans and event resolutions. Should a problem be discovered during monitoring, our Help Desk shall make every attempt to resolve the condition in a timely manner through remote means.

DESKTOP APPLICATIONS SUPPORTED

Windows Prof. XP through Windows 7
Ubuntu
Red Hat
MAC OS X...
Internet Explorer (All Versions)
Google Chrome
Mozilla Firefox
Outlook (2003 through 2010)
Publisher (2003 through 2010)
Excel (2003 through 2010)
Word (2003 through 2010)
Entourage for MAC (2004 through 2011)
PowerPoint (2003 through 2010)
Windows Live Messenger
Windows Media Player
Adobe PDF
Sage ACT!
Adobe Flash
Adobe Photoshop CS3 and later
Adobe Dreamweaver CS3 and later
Adobe Acrobat CS3 and later
GIMP
UPS World Ship
Windows 7 XP mode
Windows Virtual PC
Fed Ex Ship
Quick Books Pro
LogMeIn
Safari
Outlook Web Access
Most Anti-Virus Programs

END USER DEVICES SUPPORTED

Windows Mobile Phones
Blackberry Smart Phones
Apple iPhones
Android Phones
iPad
Wireless Access Points
HP Printers, Scanners Multi-Function Units
Epson Printers, Scanners Multi-Function Units
Brother Printers, Scanners Multi-Function Units
Zebra Thermal Printers
Telxon Hand Held Scanners
Okidata Printers
Smart Boards
Barcode Scanners
POS Systems
Personal Storage Devices

END USER SERVER APPLICATIONS SUPPORTED

Microsoft Windows Server 2000 through 2008
Microsoft Exchange
Microsoft SQL
Microsoft Share point
Microsoft Active Directory
Microsoft Internet Information Services
Cisco VPN
Sonic Wall VPN
Outlook Web Access
Remote Web Access
LogMeIn
Ubuntu
Red Hat
StorageCraft
Apple/Mac Server