



SERVICE DESK

No matter the issue, whether it's related to remote work, tech upgrades, security, or connectivity, your employees benefit from better access to user-centric support, and your organization wins too.

The IT support you provide your users must be proactive, versatile, and above all else, it must be accessible. Better support improves organizational productivity because it quickly resolves many of the technology issues that lead to costly user downtime.

BENEFITS FOR YOUR BUSINESS

Pay-per-use pricing with low set-up cost

End-user enablement and education

Simplification of vendors

Long-term customer relationships

BENEFITS FOR YOUR IT TEAM

ITIL® processes and integrated toolset

Actionable analytics

Continual service improvement

Low friction, best practice transition

BENEFITS FOR YOUR EMPLOYEES

Anytime, Anywhere, Any device support (3 A's)

Choice of contact channels

Best-in-class technical support

Self-service capability

CompuCom's Service Desk is designed with our customers' users in mind. We support a wide range of technology to help keep your employees up and running no matter what devices they're working with—desktop, mobile, peripheral, or 'Bring your Own Device' (BYOD). Our 24/7/365 remote support technicians quickly triage and diagnose issues, wherever your employees are working from, at home or in the office. This allows them to remain productive throughout their workday, regardless of their hours.



Your technology helps drive your business.



Your IT support keeps it seamless along the way.

SERVICES

WE'RE HERE FOR YOU

Skilled agents from a pool of 1,500+ agents in dedicated & shared teams, deployed globally

24x7 multilingual support:
English, French, Spanish

Fully-managed ITIL-based service with advanced ITSM infrastructure & tools

Multi-channel contact methods with consumption-based pricing:
phone, chat, email/web, SMS,
self-service, automation

Standard user education packages to optimize user experience & value

Focused quality management program

Incident management and automated escalation

Self-service password reset tool

Actionable analytics and continual service improvement

SUPPORT

WE'VE GOT YOU COVERED

Hardware/Printer

Windows 8.X and 10

Microsoft 365

Other Common Off the Shelf (COTS) software

iOS/Android

Endpoint Security

Disk Cleanup and Error Resolution

Software/Driver Installation

Router and Firewall

Backup

Network Connectivity

Remote Access

Mobile Devices

Security Patches

Malware Removal

STANDARDIZED TOOLS

WE GIVE YOU OPTIONS

ServiceNow ITSM

CompuCom Connect portal

Remote Control

Multi-channel Contact Management using Twilio Flex

Actionable Analytics

MICROSOFT

WE KEEP DRIVING YOU FORWARD

Surface tablets and devices

Windows 10

Office 365

Microsoft Exchange

Microsoft Teams

Active Directory

Windows Server 2019

Stay Connected with CompuCom and Microsoft

No matter your business needs, whether it be to facilitate remote team collaboration, better protect and manage your networks and devices, or even to begin your entire digital transformation journey, Microsoft offers the platforms, tools, and technology needed to get you there. We sell, deploy, manage, and support Microsoft products, platforms, and solutions to offer simple, dependable, and uninterrupted access to the technology and support your business needs.

Learn more about CompuCom and our vision for connecting people, technology, and the edge with a seamless experience at compucom.com or call us at 1-800-350-8430.