



- Call Center Phone Support
- Secure Remote Access
- Expert Prioritization
- Peace of Mind



Help Desk Support Services

For most small businesses, establishing and maintaining an in-house Help Desk Call Center is an expensive and risky undertaking. Even with large enterprises, internal Help Desks often evolve into problem tracking rather than problem solving organizations. This results in higher costs per reported problem, low user satisfaction with IT staff, and reduced customer productivity. Altara's Help Desk Support Services offer an affordable and effective Help Desk solution that can significantly improve IT service levels and enhance the value of your information network.

Altara's Help Desk Support Services are designed especially for small businesses who need immediate access to a Help Desk Call Center with expert phone support and full escalation capability but who have to work within a limited IT budget.

Why Choose Altara?

Altara's Help Desk staff of certified Microsoft experts gives your customers easy access to a technical resource with years of experience providing phone support and remote access troubleshooting for networks based on Microsoft technology. Altara's focus is on giving the Help Desk a positive image as a solid contributor to company performance. Altara's goal is to resolve rather than merely report problems. Altara's goal for long-term clients is to exceed 80% first-call resolution. First-call resolution is a significant factor in reducing the average cost of help desk calls, improving the image of IT generally and the help desk specifically, and improving user productivity and satisfaction.

Altara Can Help You Build or Improve Your In-house Help Desk

If your in-house Help Desk is steadily losing ground trying to keep up with your customers' problems, or if you want your Help Desk to have a stronger orientation towards service, Altara's Help Desk Consulting Services can provide the expertise you need to create a long-term solution.

Featured Services:

Call Center Phone Support for desktop help and network troubleshooting is provided by Altara's staff of Microsoft-certified experts. The experience of Altara's support specialists allows them to achieve a high rate of first-call problem resolution, which lowers cost per incident and increases customer productivity.

Optional Secure Remote Access allows Altara's support experts to see exactly what your customers see and makes it possible find quick solutions to problems that might otherwise require an expensive onsite visit.

Initial System Assessment gives Altara the opportunity to evaluate and record desktop configurations, network architecture and security, and critical applications. This optional service speeds up problem resolution by providing Altara support experts with a comprehensive technical context from which to analyze Help Desk incidents.

Expert Prioritization and Escalation based on Altara's extensive experience providing phone support, makes it possible to determine which problems require immediate remediation and which problems are appropriate for scheduled resolution. Because Altara has extensive networking and applications capabilities, we can respond quickly to escalation points with field-level experts certified by Microsoft and Cisco. Altara offers onsite service anywhere in tri-state region.

Hourly Billing so that you pay only for the support services that you receive. There are no subscriber fees, and no special startup or termination charges. Optional services such as system assessment or setting up secure remote access are also billed by the hour.

Applications Expertise is available from Altara's Experts Team, a group of specialists with in-depth knowledge and long working experience in key technologies. Application support offered by the Experts Team includes:

- Microsoft Dynamics Development and Implementation
- Microsoft Project, Excel, Word, Access Development



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