

## Help Desk Solutions for IT Organizations



### **INTERGRAPH OFFERS A VARIETY OF HELP DESK PLANS THAT CAN BE CUSTOMIZED TO FIT YOUR SPECIFIC NEEDS, WHILE OFFERING A CUSTOMER SATISFACTION RATING OF MORE THAN 95 PERCENT.**

IT organizations with limited resources must deliver support services for increasingly complex and diverse products. Outsourcing to a skilled team focused on problem resolution will help you reach your quality of service objectives while enhancing user satisfaction. Intergraph can help. A leading provider of IT Help Desk services, we offer turnkey solutions. Our professional staff, partner relationships, and alliances provide a single, integrated help desk – incorporating all levels of support from Level I (first call response) to Level III (systems administrator).

Intergraph has achieved the Help Desk Institute's (HDI) Support Center Certification, a level fewer than 20 companies have attained. The HDI is the only internationally recognized Support Center Site Certification program based upon open standards of quality and performance. This recognition certifies Intergraph uses industry best practices for help desk service delivery, technology optimization, operational efficiency, and customer satisfaction.

### **BROAD RANGE OF HELP DESK PLANS**

Our Help Desk offers a broad range of plans to augment your current capabilities. Custom plans are available to satisfy 24x7 support, and are tailored for your specific requirements.

End-User Help Desk assists with basic operational issues for day-to-day support. Our Help Desk analysts assist users with Microsoft FrontOffice, password, connectivity, access, and application issues. We provide monthly usage report metrics such as average queue time, abandon rate, and other serviceability features.

Geared toward technical professionals, our Operating System Help Desk provides troubleshooting and configuration support for all Microsoft® operating systems. A simple interface process between customers and our team offers quick support for your desktop, workstation, or server operating system.

### **HELP DESK SERVICES**

- Microsoft® FrontOffice and BackOffice support
- Desktop application support
- Operating system support
- Network systems/operations support
- Hardware diagnosis
- Supplemental staffing (project-based and long-term)
- Consolidated "multi-vendor" support
- OEM hardware escalation

### **STANDARD SERVICE PLANS**

- Monday – Friday, 7 a.m.–7 p.m. (CST) coverage
- Single 1-800 access number
- Toll-free personal telephone support assistance
- Web-based problem logging and ticket tracking through resolution
- Priority access to trained Microsoft Certified Professionals and Systems Engineers
- Statistical management reporting
- Annual incidents based contracts



*Certified*  
**SUPPORT  
CENTER**

## SYSTEM ADMINISTRATOR HELP

Our System Administrator Help Desk provides “how-to” troubleshooting for Windows operating systems, BackOffice, .NET Servers, and Office applications. This full-service offering simplifies your access to additional resources, such as special case escalations to Microsoft, addresses urgent support needs, and increases productivity across your enterprise.

## CUSTOM SERVICES

- Integrated LAN and WAN management
- Dedicated technical account management
- Resident engineers
- Non-standard hours of service
- Customized greetings, call escalation, and/or procedures
- Customized reporting
- Extended hours of support
- Proactive services such as root cause analysis, backup monitoring
- Customized software or equipment support

## WHY CHOOSE INTERGRAPH

Our Help Desk currently supports more than 75,000 users, maintaining a customer satisfaction rating of more than 95 percent. We deliver the right solution through people who perform, people who deliver, and people who connect. Intergraph can be your single point of contact with vendors and organizations to address routine and customized requests. We are experts in a broad range of IT issues – from networking to systems administration. We will take ownership of problem calls and track them to resolution. Let us handle your daily call center operations while you focus on achieving core business objectives.

## HELP DESK BENEFITS

- Single point of contact for all issues – software, hardware, or logistics
- Dedicated, single-source access to product expertise and support
- Certified technicians in leading hardware and software products, with an average tenure of more than 12 years of help desk experience
- Quick response time
- Improved call tracking
- Industry-leading Service Level Agreements (SLAs)
- Customizable support levels designed to meet your specific needs

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## ABOUT INTERGRAPH

Intergraph Corporation is the leading global provider of spatial information management (SIM) software. Security organizations, businesses, and governments in more than 60 countries rely on the company’s spatial technology and services to make better and faster operational decisions. Intergraph’s customers organize vast amounts of complex data into understandable visual representations, creating intelligent maps, managing assets, building and operating better

plants and ships, and protecting critical infrastructure and millions of people around the world.

For more information, visit [www.intergraph.com](http://www.intergraph.com).

