

Problem:

How do I ensure that there is **proper and effective communication** between me and my I.T. solutions provider? How do I minimize the chance of people forgetting things? One of my frustrations is getting voice mail or an automated attendant. I want to talk with a live person!



Solution:

The E.S. Williams & Associates Service Desk solution. This solution provides our customers with ONE number to call and ensures that you can take advantage of the full breadth of our experience and resources to address your issue in the most effective way possible. Our approach is to document, track, dispatch, and report back to our customers and other stakeholders so that all parties know what is being done and what's outstanding.

Benefits of the Service Desk Solution:

Benefit	Description
Improved Communication	Speak with a real person who will quickly route the issue to the appropriate party. This allows us to more effectively communicate potential outages quickly and effectively to affected users
Automatic Updates	You receive automatic e-mail updates, and a history of all your tickets is maintained and available upon request
More Effective and Efficient	The E.S. Williams Service Desk maximizes our effectiveness and your efficiency. You don't invest in a costly dedicated technical resource, which may not always be available when you need it. This solution takes advantage of the breadth of all E.S. Williams technical resources
Centralized Communication	Central point of contact so all issues are tracked and documented, decreasing risk of busy technician forgetting about the issue
The "right" people for the "right" tasks	Leverage all ESW resources allowing the right technical resources to focus on resolving issues.
Available during business hours	Monday through Friday 8:00 am to 5:00 pm MST

Contact us for more details

Phone: 1.877.880.8802

E-mail: help@eswilliams.com

Service Desk