



MANAGED HELP DESK HIGHLIGHTS

- 24x7 access
- Fully integrated and managed solution delivered from Critigen's technical operations center
- Support cost reduction
- Remote tools resolve 80% of all issues on first call
- Predictable, flat rate pricing
- Scalable solutions
- Comprehensive reporting and response
- Nightly backups

Managed Help Desk Services

Critigen provides a secure, fully integrated managed Help Desk solution that reduces response times, improved first call resolution, operating costs and increases productivity from a fully integrated, world-class global data center at the company's headquarters in Denver, Colorado.

Critigen's Help Desk services allow a customer's internal staff to focus on issues critical to the business, at the same time, reducing support costs. In addition, Critigen uses remote management tools to ensure help desk calls are resolved within minutes, 24 hours a day, to create a higher level of efficiency for a company's business strategy.

Customers utilizing Critigen's Managed Help Desk realize full time resources for end user PC support, applications (Tier I, II & III), servers, and network devices. Scaling upon demand, Help Desk pricing models are offered on a per call basis or volume discounts.

SERVICE FEATURES

Critigen's Managed Help Desk Services offer:

- Call response and resolution within minutes, 24 hours a day
- Remote management tools (DameWare, VNC) to assist end users in real time, avoiding the need to deploy resources
- Remedy ticketing platform provided, tracking all events followed by comprehensive monthly reporting.
- Desktop support services to alleviate in-house staff and allow them to focus on mission critical business aspects
- Remote diagnosis of end-user PC issues 24x7x365
- Monitoring, trouble-shooting and issue escalation for network devices 24x7x365
- Secure customer portal to open help desk tickets, view the status of current tickets and request support
- Per call or volume discount pricing
- A high level of return on investment compared to a company attempting to build a help desk internally

ABOUT CRITIGEN

Critigen has earned a solid reputation by operating and maintaining information technology infrastructures for clients worldwide. The Critigen team of professionals helps clients reduce costs, while avoiding the costly investments related to purchasing, maintaining and upgrading IT capital investments.

By augmenting current IT resources with Critigen, clients reduce annual technology costs, while increasing reliability, scalability, security and system performance. Critigen handles every aspect of a customer's day-to-day IT functionality and plan for future evolution to help grow the business.

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The catalyst to modernize
critical infrastructure.

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