

HELP DESK SERVICE

IMMEDIATE DIRECT ASSISTANCE

DFi is proud to introduce its Help Desk, a highly-competent and available technical support service for all client companies. This offer is especially of interest for DFi's IT Service customers. It guarantees an unlimited, immediate assistance to each user in case of problems. The Help Desk is like having your very own in-house IT specialist.

The Help Desk assists you in solving problems linked to :

- your IT tools
- your e-mail applications
- your printers and peripheral equipment
- your standard applications.

Why choose the Help Desk Service ?

To increase your productivity :

- 80% of your requests settled within an hour
- Direct immediate assistance
- Unlimited user solicitation
- Certified expertise (MCP/MCSE, etc.)
- Recommendations based on the market's best practices
- Collaboration with IT technical support and /or relations with third parties
- Available Monday through Friday from 08 :30-12 :00 and from 13 :30-17 :30.

To increase your efficiency and security :

- Advice and solving problems remotely
- Maintenance tool allowing direct interventions
- Real-time, on-line solutions
- Complete piloting of all current records.

To rationalize your costs :

- Decrease indirect costs by increasing the productivity of your employees
- Rationalize your investments through a fixed payment per user

To protect the environment :

By choosing the Help Desk service you participate in protecting the environment. Assistance via telephone allows us to reduce the number of trips we take and the pollution caused by these.

When to choose this service ?

- When you need technical support for your daily IT functions
- When you want immediate assistance without having to make an appointment with an IT specialist.

Your advantages

- Immediate direct assistance
- Rapid problem-solving
- Increased efficiency for your employees



HELP DESK SERVICE PER USER : CHF 50.00 P/MONTH

