



# SERVICE DESK & IT SUPPORT

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## DIRECT AND PERSONAL IT SUPPORT

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Your company can't afford downtime. – That's why we take IT service and IT support personally: If you encounter problems in your everyday IT operation, our service desk and decentral support team are available in every region of Switzerland. Our skilled IT specialists have a high level of expert know-how and provide first-, second- and third-level support reliably and efficiently. We provide immediate, direct and personal assistance – without annoying call transfers or repeated explanation of the problem.

## YOUR ADVANTAGES

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- ✔ IT SERVICE AND IT SUPPORT THROUGHOUT SWITZERLAND
- ✔ IMMEDIATE ON-SITE OR REMOTE SUPPORT
- ✔ ITIL-BASED SERVICES GUARANTEE CONTINUITY
- ✔ MODULAR SERVICE MODELS: YOU GET THE PACKAGE YOU WANT
- ✔ 24/7/365 ON-CALL SERVICE
- ✔ SERVICE LEVEL AGREEMENTS WITH GUARANTEED REACTION TIMES
- ✔ MORE THAN 270 QUALIFIED EMPLOYEES
- ✔ ALL FROM A SINGLE PROVIDER

## A SINGLE POINT OF CONTACT AROUND THE CLOCK

Our service level agreements (SLAs) and process standards enable us to provide flexible and individual customer support – including emergency support around the clock seven days a week, 365 days a year, if desired.



## A COMPREHENSIVE PORTFOLIO

### DECENTRAL SUPPORT

Because we have offices throughout Switzerland and in Lichtenstein, we can guarantee short arrival times and personal support.

- 12 locations in Switzerland, one in Lichtenstein
- Switzerland-wide coverage
- A single point of contact

### SERVICE LEVEL AGREEMENTS

Our service level agreements guarantee reaction times and enable various support levels depending on the chosen operating model.

- 24/7/365 support
- Emergency on-call service
- Rapid reaction times

### A HIGH LEVEL OF EXPERT KNOW-HOW

Our service team comprises first-, second- and third-level support staff who provide efficient support from within our company.

- Highly qualified service staff
- Direct, competent help without third parties
- All from a single provider