



BTI'S GLOBALVIEW SERVICE DESK

Meeting the 24 x 7 Challenge

When you call for technical support, you expect quick response, courteous service and expert problem resolution. Delivering superior service and support poses economic and staffing challenges for virtually every IT department.

To consistently provide responsive customer service, you have to staff a help desk 24 hours a day, 7 days a week, including weekends and holidays. This requires technicians to be available around-the-clock and places a strain on service delivery when they are sick or on vacation. Overtime pay, tired, less productive employees, and unwanted turnover can negatively affect your operation.

A Lower-Cost Alternative

With BTI's Service Desk, you pay a low fixed monthly fee at a fraction of what it costs to staff and operate an internal help desk. And your technicians can rest during nights, weekends and holidays while we do the work. BTI achieves this through extensive investments in process, training, technology and the economies of scale derived from spreading costs across hundreds of clients and nearly 15,000 end-users.

BTI's Service Desk Advantages

BTI is committed to providing the fast, courteous service and expert problem resolution that your users expect and demand. Our proven U.S. based service desk has nearly a decade of experience and stands

ready to assist your users with live, 24 x 7 support, offered 365 days per year. Our certified technicians receive regular training, coaching and quality review to continuously sharpen their skills. And, they are backed by a team of professional supervisors and managers who ensure consistently excellent service delivery.

We can also create a seamless brand experience and become a natural extension of your organization. We immediately recognizes the caller, and display important user and machine configuration data alongside open and recent tickets. Our technicians can efficiently begin problem resolution without wasting your users' precious time asking for basic information.

With BTI, you receive additional peace of mind from a Service Desk backed by the industry's leading remote monitoring and management (RMM) platform, integrated with our world-class Network Operations Center (NOC). By the time your user calls, we are often already aware of the problem and working to resolve it. Moreover, our Service Desk and NOC technicians share a common ticketing system, enabling both teams to tackle complex problems simultaneously and ensuring that infrastructure, desktop, and server problems are quickly diagnosed and resolved. Rest assured, even the most complex and difficult problems can be resolved in a timely and efficient manner.

Advantages	Benefits
Single Platform for Service Desk, RMM and NOC services	Tight integration between our Service Desk, RMM platform and NOC results in proactive, end-to-end problem resolution.
Level 1-4 Support	Staffed with certified technicians skilled in both Level 1-2 telecommunications, data network infrastructure, desktop, and server support. Level 3 and 4 support is escalated to our NOC.
Industry-Leading Service improving	We answer most calls within 30 seconds. Our first call resolution rates are high and are constantly improving
White Glove Service Low, Fixed Price	We seamlessly extend your internal IT brand and can answer as your company's IT department. BTI's simplified pricing means you can accurately predict your costs in advance. We offer a low-fixed price per user with no overflow charges.*
Nearly a Decade of Service Desk Experience	Our experienced, professional technicians have the tools and expertise required for consistent, professional support.
End to End Support	BTI's platform uniquely integrates support for your network infrastructure, communication systems, data network and optional third party vendor management and application support .

* BTI reserves the right to review customer call volume in advance to determine if unusual circumstances apply that might impact pricing.

Service Summary

BTI Service Desk offers support for ShoreTel and Mitel telephone systems, most network infrastructure, virtualization, and storage systems as well as Microsoft and Apple desktop operating systems; thin clients and virtual desktop infrastructure (VDI); email applications and browsers; Microsoft Office and leading third-party applications; hardware and network troubleshooting; mobile phones and tablets; user administration; antivirus and spyware/malware. Our services are always expanding so please contact us if you are looking for a service not highlighted above.

Service Plan	Hours ¹
Business Hours ²	8:00 am to 6:00 pm
After Hours Only ³	5:00 pm to 9:00 am
24 x 7 Coverage ⁴	24 Hours

- All hours are based on your local time zone.
- Business Hours are available to U.S. customers. International customers may only select 24 x 7 Coverage.
- After Hours Only applies to IT organizations who provide day-time support themselves and choose BTI to deliver extended support at night, on weekends and during holidays. After hours coverage is not applicable to full-time workers on second or third shifts.
- 24 x 7 coverage is per end-client.

For more information, please contact us at info@btigroup.com or call 800-435-7284.