

HELP DESK SERVICES

Our Goal is to provide our customers with more efficient ways to support their client's Information Technology needs. We pride ourselves in our ability to synchronize your company's processes with today's technology.

Running an efficient support operation takes careful planning, specialized knowledge, and an innate ability to manage workflow. Long gone are the days when "we never have time to do it right, but we always have time to do it over".

Our services are intended to provide your organization with the necessary knowledge and tools to keep your organization's support services on the cutting edge for years to come.

Help Desk Workflow Process Development:

- Our clients typically require guidance in establishing more efficient support strategies
- Our current clients typically need to streamline each aspect of their customer service and support processes.
- We developed processes to assist our clients in establishing a set of standard operating procedures to present to their user communities, which helps provide consistency in support request responses and strategies,

Keys to success:

- Provide clients with the tools necessary to improve customer service from request to resolution
- Provide clients with processes to address each step of their support requests.
- Provide clients with a mean of initiating, servicing and tracking service requests.



Async-Nu Microsystems Help Desk services are designed to cost-effectively enhance and improve operational efficiency and productivity. If your Help Desk is unable to keep pace with your customers' demands, or if you want to focus your Help Desk more towards solving problems rather than simply tracking them, Async-Nu Microsystems Help Desk Consulting Services can deliver a effective, budget-friendly solution.

Async-Nu Microsystems offers various ways to help mid-size and large businesses create a cost-effective and productive in-house Help Desk.

1. Consulting: Async-Nu Microsystems consulting services include ROI analysis, process analysis and improvement, management reporting, training, and documentation. Async-Nu Microsystems Help Desk Consulting services cover these areas:

- Analyzing, auditing, upgrading and creating Help Desk process and procedures
- Valuating and Training internal staff
- Consultation with Help Desk management concerning software selection and options
- Documenting procedures for new processes so you can sustain and build on improvements

2. Software Selection and Deployment: A variety of high-quality Help Desk software is available, but products may cost too much, lack key features, or align poorly with your organization's business goals or corporate culture. Async-Nu Microsystems has the experience to help you choose a solution that's right for your institution. Async-Nu Microsystems can also help you deploy Help Desk software and integrate it into your IT infrastructure.

3. Staffing: Some clients require temporary assistance to augment existing staff or fill gaps during employee absences. Async-Nu Microsystems' Help Desk Staffing Service is designed to deliver quality personnel by selecting results-oriented individuals trained to use proven techniques to interact with clients and solve problems. In addition, Async-Nu Microsystems on-going education programs keep Help Desk specialists up to date on the latest technology. As a result, Async-Nu Microsystems can provide people who resolve your customers' problems rather than merely answer the phone.

Why Choose Async-Nu Microsystems?

Async-Nu Microsystems offers an array of advantages over competing Help Desk services:

One Stop, Full Service: Async-Nu Microsystems is a Microsoft Certified partner offering consulting in all aspects of Help Desk services including management, process improvement, staffing, automation, and positioning within the company. Async-Nu Microsystems addresses qualitative support as well as quantitative analysis and performance improvement. Async-Nu Microsystems's focus is on giving the Help Desk a positive image as a solid contributor to company performance.

Service Level Improvement: Async-Nu Microsystems programs are geared towards continual, measurable improvement of Help Desk service. Async-Nu Microsystems achieves this by:

- Developing optimized Help Desk processes.
- Used a technically trained staff of service-oriented individuals who can execute the process to solve problems. Async-Nu Microsystems goal is to resolve problems rather than merely report them.
- Establishing quantifiable goals. First-call resolution is a significant factor in reducing the average cost of Help Desk calls, improving the image of IT generally and the Help Desk specifically, and improving user productivity and satisfaction. Analyzing, auditing, upgrading and creating Help Desk process and procedures

Positive Return on Investment: For client engagements, Async-Nu Microsystems can develop detailed cost justification that supports the appropriate service level based on the client's budget and perceived value.

Improve IT Value and Efficiency

Async-Nu Microsystems' Help Desk consulting services can help your organization achieve:

Better Alignment Of IT And Business	Improved Business Responsiveness	Enhanced IT Credibility	Rich Understanding Of Your IT Architecture	Reduce IT Expenditures
By integrating IT strategy with business strategy, this will increase the value that IT offers to the enterprise through greater innovation risk management and operational integration.	With agile IT Architecture, applications can respond faster and more effectively to changes in business process coming within the organization or from the marketplace.	Raise the credibility throughout the organization by consistently delivering on time and on budget, meeting service level agreements, and contributing to financial performance.	We give you an effective tool for making the right decision about your architecture and for communicating to stakeholders and management the precise state of your IT environment.	Effective reuse of IT assets helps realize sustainable cost reductions from your IT functions and makes resources available to deploy toward growth initiatives.

About Us

Async-Nu Microsystems: A Leading Business Advisor and Systems Integrator

Our vision is to be world's most influential and respected business advisor and systems integrator. Achieving it will require the highest levels of passion, performance and professionalism. The higher we set our sights and standards, the better we serve the people we care most about.

For more information on our services, please contact Async-Nu Microsystems at (571) 218-0270. Visit our web site: www.async-nu.com

Meeting the Needs of Our Clients

In the era of empowerment our first obligation is to our clients. We care how they perform over the long term. Their success is our success. We treat each client's business as our own. That's why Async-Nu Microsystems has retained every one of our clients since we began collaborating with them. It's our unique ability to empower our clients with accessing the right information. We understand that the right information brings knowledge. Knowledge is power. And sharing it is empowerment.