



Service Desk Support

Services

Bell Industries provides:

- Technical Support
 - Hardware support
 - *All platforms and devices*
 - Software support
 - *Productivity*
 - *Operating systems*
 - *Custom applications*
 - Remote control
 - Internet connectivity
 - *Wired/ wireless*
- Customer Service & Support
 - Customer service
 - After sales support
 - *Advance exchange*
 - *Reverse logistics*
- Service 24x7x365
- Multi-language capability
- Global toll-free number
- Multiple contact options

Support Models

- Dedicated support
- Shared support
- Combination support

Pricing Options

- Per minute
- Per FTE (Full Time Equivalent)
- Per incident

Interactive Intelligence

Leveraging Interactive Intelligence's Customer Interaction Center product, we provide a single queue for all types of interactions, including voice, e-mail, web, and fax.

Our integrated environment provides a comprehensive tool for managing and reporting on interaction activities within the support function.

Remedy Service Desk

As interactions are taken, they initiate a problem ticket or service request.

Our Remedy web-based service management solution provides access to end-user issues across the enterprise.

This solution enables our knowledge management system to efficiently identify possible solutions and determine the proper processes for handling end user issues.

Remedy Knowledge Base

Bell Industries' Remedy web-based knowledge management system enables us to capture support solutions across the enterprise.

Business Objectives

- Reduce costs of direct end user support
- Increase ROI by utilizing metrics and trending reports to guide IT purchases and development efforts
- Grow user base without incurring additional infrastructure, personnel, and facility costs

Benefits

- Single point of contact for service requests, problem resolution, and information
- Enables internal IT resources to focus on business strategic initiatives
- Flexibility helps to manage support costs, improve service levels, and achieve long-term internal and external end user satisfaction
- Leverages technology and industry best practices to provide scalable support to adapt to fluid customer requirements
- Provides daily, weekly, and monthly support metrics