



# Managed End User Support

Your end users require fast and reliable technology to stay ahead of the curve. Investing in desktop, laptop and application support results in an agile and adaptable workforce.

For your workforce to thrive, your business needs hardware, software and support that is flexible, scalable and always connected. Partner with PDS to promote end user productivity while transforming the cost of IT application and infrastructure maintenance into a single monthly expense. PDS offers a scalable support model accommodating organizations of all sizes and an approach that seamlessly and transparently provides quick and easy access to knowledgeable Service Desk Analysts. Break free of a reactive break, fix, and repair cycle that keeps many organizations from reaching their true potential.

PDS *Managed End User Support* provides the knowledge, toolset, and structured resources to help you and your end users achieve business goals.

## Plan on Saving Time & Money

Planning and deployment is our specialty. We'll dive into your environment and processes to recommend solutions for your current and future strategic goals. After go live, we're at your side providing desktop and device management support and access to our 24/7 service desk.

From implementation through daily operations, PDS helps you maximize productivity gains and cost savings. Standardized desktop and laptop imaging in addition to managed anti-virus, anti-spam and web filtering solutions keeps your entire environment safe and secure. Your IT infrastructure should help staff pursue strategic business goals, not hinder them.

## The PDS Service Desk Advantage

We can support your initiatives from implementation through upgrades and provide best practices to ensure success. From basic password resets to more complex troubleshooting our team can support any service request with any level end user. The PDS support team is comprised of seasoned professionals with a broad range of experience with consumer devices, technology, and ticketing systems. Our career analysts are ready to learn your business and free you from the burden of support.

## Everyone needs Support, Even IT Departments!

Even the most dedicated members of your team can't work 24/7/365. But, you and your team are responsible for keeping everything and everyone securely connected and up and running. Too often, strategic concerns are left unaddressed while skilled IT professionals spend their time helping out with password resets and other easily offloaded tasks. With the right platform and processes your entire department can be more productive and far more strategic to the company! Free yourself from mundane tasks, while remaining the first to know if anything goes awry. By partnering with PDS *Managed End User Support*, you can shift from a reactive stance to a proactive one. Our team of Service Desk Analysts handles level one incidents, services requests and event management with the efficiency and accountability you need to meet your SLAs and stay within budget. Partner with PDS to:

- Reduce the cost of IT operations
- Ensure high availability and performance
- Keep your system engineers focused on strategic initiatives

Now is a great time to find out how, together with PDS, you can advance your IT operations and bring work / life balance back to the entire team!



## Who Our Customers Are

We serve Fortune 500, mid-market and emerging companies from a variety of industries, including healthcare, government services, education, financial services, insurance, retail, energy utilities and others.



## Why PDS?

PDS is headquartered in Brookfield WI. With locations in Madison, Milwaukee, Minneapolis, Kansas City and San Francisco focused on serving you. You can always connect with an Account Director in those markets.

Our world-class, 24x7 service desk awaits your call. Look to PDS as the right partner to supplement your operational needs.

For more information visit **PDSIT.net** or contact your PDS Account Director at **800-966-6090**.

## Managed End User Support

### Key Benefits

Increase productivity and improve alignment with company goals by allowing PDS to manage the infrastructure and applications your end users rely upon. Troubleshooting? Expedite your time to resolution by contacting the PDS Service Desk!

### Key Features

- 24x7x365 PDS Service Desk
- Support Ticket Creation & Management
- Escalation to L2/L3 Triage
- Communication with 3rd party Vendors on your behalf i.e. vendor escalations
- Quality Control including a regular review of support tickets, inbound and outbound interactions, knowledge, and PDS process execution
- Recurring service reporting
- Faster resolution to common issues
- Scale for seasonal workloads
- Increased Process Efficiency
- Improved SLA Compliance and Customer satisfaction
- Reduced total cost for support services

### Supported Technologies

Common End User IT Infrastructure

- The devices and associated software designed to support End Users
- Industry & Enterprise-independent applications installed on End User devices that provide value, and are used by a substantial set of End Users