



SERVICE DESK

Service Desk

<https://pdsit.net/pds-services>



In these busy times, organizations face a rapidly increasing volume of calls as their user populations grow, and technology is continuously changing.

While you may be equipped to handle today's call volume, is your team prepared if the number of daily calls doubles or triples?

PDS has been supporting customers in industries such as corporate, healthcare, education and government for over 20 years. PDS enables a scalable support model for organizations of all sizes, with an approach that seamlessly and transparently provides quick and easy access to knowledgeable analysts.

Our Midwest based; highly skilled resources provide a superior experience while supplementing your team. This allows you to focus on more strategic initiatives. Whether it is 24x7 or After-Hours Support, let PDS take care of your support burden.

Contact PDS today to learn more about our Service Desk offerings.

800-966-6090

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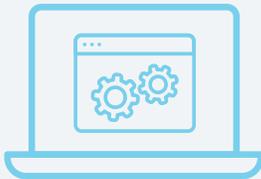
IT Service Desk



PDS has provided IT Service Desk support nationwide for almost 20 years to leading organizations across many industries. Our extensive client base has allowed us to gain experience in IT troubleshooting across a wide variety of software programs. Our seasoned PDS support team consists of professionals with a broad range of experience with consumer devices, technology, and

ticketing systems. From basic password resets to complex troubleshooting or installations, our team can support a variety of IT support issues. Our career analysts are ready to learn your business and take your calls.

Patient Portal



PDS has provided Patient Portal Support services nationwide for 15 years to over 35 leading healthcare organizations around the US. Our clients range in size from small clinics to some of the largest healthcare providers in the United States. Thanks to our diverse client base, we have gained significant experience in both standard and custom patient portals. We can support your unique patient portal initiatives from implementation through upgrades and provide best practices to ensure

project success. From basic password resets to more in-depth questions about locating lab results or portal navigation, our team can assist with a vast array of issues and workflows. With a robust knowledge base and other customized tools, PDS supports a wide range of devices and systems, aligns to your internal processes and shares valuable industry insight based on our experience.

EHR Service Desk



Our EHR Service Desk services act as the first line of support for your EHR end-users. With their breadth of knowledge in EHR applications, our analysts can assist with workflow, answer how-to questions and assist with general EHR troubleshooting. We will work with you to understand your EHR environment and most frequently reported issues, then we update our knowledge base to ensure timely support

of questions or requests that are exclusive to your organization. Our specialized team frees your analysts to focus on business transformation, system enhancements and optimization initiatives at a time when operational effectiveness is critical.

Telehealth/ Patient Outreach



With the increased demand in virtual care, PDS offers support centered around virtual visits and patient outreach. The PDS support team can efficiently navigate the multitude of issues associated with virtual visits that arise from the multitude of browser versions, extensions, add-ons, plug-ins, audio and video settings as well as the overall workflow. In addition, we partner with our clients to proactively

reach out to patients prior to their scheduled virtual visit. We help guide them through the workflow, complete self-tests for audio and video settings, ensuring a smooth and timely visit with the clinician. We are platform agnostic, agile, and focused on serving your patients best.

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