



## Desktop Support Overview

CoverIT Desktop Support focuses on minimizing the impact of desktop problems through rapid response, diagnosis, and resolution of the issue. Administrative move-add-change (MAC) requests are addressed quickly to meet your ever-changing business needs. IT management is simplified with a single focal point for management of third-party IT vendors and agreements. You can count on CoverIT personnel to bring extensive expertise, tools and processes that deliver effective desktop support at a reduced cost compared to in-house staff.

## Desktop Support Challenges

Significant challenges in adequately staffing desktop support can have a major impact on your business productivity. Juggling desktop support with other IT administration duties can be challenging, in light of the cost-prohibitive nature the ever-broadening array of technologies present. Coordinating multiple third-party IT vendors for problem resolution jeopardizes your IT service levels. You need responsive desktop support to meet your business needs, resulting in quick recovery from IT incidents and timely resolution of change requests.

## Benefits to Your Organization

CoverIT Desktop Support prolongs the life of your desktop technology investment, avoiding capital expenditures during a time when everyone is trying to do more with less. With predictable desktop support costs, you can better manage your IT budget; and with service levels aligned to meet your business needs, you pay only for the level of response that meets your requirements. Compugen has strong ties

to all major vendors so we can support your entire desktop and peripheral device inventory, regardless of complexity.

## Service Features

CoverIT Desktop Support includes both remote and on-site elements to rapidly address incidents and service requests:

### Remote Support

- 9x5 support across all Canadian time zones for desktop requests, incidents and MACs
- Bilingual capability
- Service request submission via phone, Web portal or email, with full service ticket reporting
- Single point of contact for managed incident resolution and escalation
- 24x7 Help Desk extended support hours
- Integrated management of 3rd-party support and maintenance requests

### Incident and Request Management

- Responsive resolution of incidents by experienced and certified systems engineers
- Administrative MAC implementation by qualified systems administrators
- Managed vendor escalation and integrated, coordinated resolution
- Post-incident root cause analysis for critical incidents
- 24x7 incident response



### On-Site Support

- 9x5 on-site dispatch for support, break/fix repairs and MACs
- 24x7 emergency dispatch of a field technician
- 24x7 Critical Systems emergency dispatch
- Scheduled on-site field technician for support, MACs

### Service Level Management

Your Service Delivery Manager handles technical account issues, escalations and contract changes, and conducts periodic reviews to ensure CoverIT service levels meet your needs.

	Assist	Support	Manage	Strategize
Desktops & Peripherals	Help Desk	Desktop Support	Desktop Management	Trusted Advisor
Servers & Applications	Systems Readiness Audit	Systems Support	Systems Management	
Storage & Backup				
Communications Infrastructure				
Virtualization	Security Mgmt Audit	Security Support	Security Management	
Enterprise Security				
Managed Output	Print Management Audit		Print Management	

### Technologies Covered

With deep partnerships and strategic alliances within the IT industry, Compugen has you covered with support for desktops, laptops, PDAs, mobile devices, printers and desktop applications.

With 15 locations coast to coast, we can meet your needs for full technology lifecycle management on a local or national scale. Contact us for further information on how Compugen's CoverIT Managed Services can keep your IT environment running smoothly, while reducing cost and freeing up your valuable IT staff.



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