

## Help Desk Overview

CoverIT Help Desk delivers responsive answers and support to your employees' IT inquiries. CoverIT Help Desk also provides prompt user administration and assistance with application issues, minimizing downtime due to IT problems. We cover a broad array of desktop application and hardware vendors, providing a single source for all your Help Desk needs.

## The Help Desk Challenge

How do you meet the challenge of staffing and supporting an efficient IT help desk for your organization? It can be costly and time-consuming to keep pace with the support needs of an ever-changing IT environment; yet, your employees' productivity depends upon it. Compugen's CoverIT Help Desk meets this challenge head-on.

## Benefits to Your Organization

CoverIT Help Desk provides a way to reduce the cost of effective IT administration, operation and management of help desk support. Through economies of scale, we provide the necessary expertise, tools and processes to deliver effective IT help desk support at a reduced cost compared to in-house staff.

## Benefits to Your Staff

CoverIT Help Desk helps you to manage the productivity of one of your most valuable resources – your staff. Through rapid diagnosis and resolution of a service request, our Help Desk team quickly restores your staff to full productivity.

## Benefits to Your Customers

Our experienced and certified IT professionals bring current support best practices to your organization with the same sense of responsiveness you bring to your customers, and at a pace that matches your business tempo. We know that timely resolution of IT Help Desk issues allows you to focus more time and resources on your customers.

### Service Features

- Help Desk activated with customer-defined preferences
- Bilingual capability
- 9x5 support across all Canadian time zones
- Support for employee IT issues, application questions and administrative MACs
- Advanced Microsoft Office support capability
- Service request submission via phone, Web portal or email
- Single point of contact for managed incident resolution and escalation
- Help Desk service ticket reporting
- 24x7 Help Desk extended support hours
- Integrated management of 3rd-party support and maintenance requests

*"Initial concerns by a few staff members about outsourcing our Help Desk were quickly assuaged through real, positive experience with Compugen's ability to consistently deliver timely support."*

### Malcolm Hopkins

VP Finance & Information Systems  
St. Thomas-Elgin General Hospital



	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, the CoverIT Help Desk has you covered with support for desktops, laptops, PDAs, mobile devices, desktop applications, remote access and printing.

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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