

"Since originally partnering with Auxis to manage our IT function, our IT capital expenditures have dropped approximately 25%, while the process discipline, and customer service and support have increased substantially."

> Andre Teixeira, EVP & CFO, The Graham Companies



"They immediately helped reduce management overhead... we started to be able to sleep at night."

Michael D. Stebel, COO, QQ Solutions



"The culture of Auxis has always been to do what they say they will do and deliver the solution."

Joe Harber, VP of Strategy, Applica Consumer Products IT departments must respond to ever-changing customer needs as well as internal business demands while operating with limited resources.

**Auxis** Service Desk/Help Desk frees up IT to focus on innovation and business growth — instead of infrastructure management and fire-fighting — and quickly realize the following benefits:

- Optimize end-user productivity
- Reduce support costs
- Measure and reduce response times
- Scale quickly to keep pace with business needs
- Improve end-user and customer satisfaction
- Realize a higher ROI compared to in-house help desk (when factoring costs for tools, staff, etc)

## 



## Customizable flexible packages

From basic call answering, incident recording and escalation to advanced end-user support — all tailored to your needs



## Incident and Request Management

Structured and measured process is continuously documented and compared against established SLAs to guarantee that all incidents and requests are managed efficiently and effectively



#### Toll Free or Local DID numbers

Personalized response anytime, anywhere, 24x7x365



#### Self Service

Specifically configured tools to provide end-users with the option to create their own tickets and monitor status



# Multiple devices and systems supported

Experienced with Mac, PC, common back office applications, and most IT infrastructure including servers and network



#### SPOC

Single Point of Contact for all IT-related questions, incidents and requests



## First Level of technical support

Highly trained service desk agents with the knowledge and experience to help end-users remotely and/or on-site solve most IT issues and requests



## Multiple contact channels

Ability to request help desk support via phone, e-mail or a Self Service Management Portal



#### $IIIL^{\mathfrak{G}}$

Best practices service management processes based on the ITIL® framework



#### Reporting and Control

Monthly reporting of critical metrics causing high Help Desk demand to understand underlying issues and continuously improve services to end-users

Auxis outsourcing solutions provide a flexible and scalable service delivery model that offers measureable results and remarkable value. In addition to on-site and US-based Service Desk, our nearshore resources provide round-the-clock support to improve employee productivity and high availability.

Auxis is organized and built to help clients with the 'heavy lifting' involved in improving their competitiveness. Since 1997, we have enabled our clients to turn their high level vision and strategy into well-planned – and successful – operational execution.

## **AUXIS SERVICE DESK OFFERINGS:**

Scape of Support	Task Description	Bronze	Silver	Gold	
Remote Live Agents 24/5 Support - Bollo am - 600 par Mon Fit. Remote Live Agents 24/5 Support - Includes Weekends and Holidays  Call Answering, floater recording and distribution  Ticker Escalation to Customer Internal IT Teams	•				
Remote Live Agents 24a7 Support - Includes Weekends and Holidays  Call Answering, ticket recording and distribution  A			<b>✓</b>		
Ticket Escalation to Customer Internal IT Teams  Level 1 Triage and End-ligher Support  A J J  Warm "Escalation (as needed) to Customer Internal IT Teams  Escalation to Third Party Vendors  Customer Interface  Local DID number provided with customized answering script  Customer Interface  Local DID number provided with customized answering script  Additional Toli Free 800f  Service Management Tole End-User WEB Interface  Account Management  Assigned Service Delivery Manager  Quarterly Service Level Review Meeting  Standard Call Answering and Email Processing SLAS  Lenhanced SLA Reporting  Knowledge Management: 50P Documentation  Monthly Service Level Review Meeting  IT Framework  Incident Management  J J J  A J J  A Control Management  J J J  A J J  A Control Management  J J J  A				<b>✓</b>	
Level 1 Triage and End User Support	Call Answering, ticket recording and distribution		<b>✓</b>	1	
Remote connectivity to end-users systems  'Warm' Esclation ias needed to Customer Internal IT Teams  Scalation to Third Tarry Vendors  Customer Interface  Customer Interface  Customer Interface  Customer Interface  Customer Interface  Customer Interface  Additional Toll Free 8000  Additional Toll Free 8000  Additional Toll Free 8000  Account Management  Assigned Service Delivery Wanager  Quarterly Service Level Review Meeting  Customer Interface  Customer Interface  Account Management  Account Managem	Ticket Escalation to Customer Internal IT Teams				
"Warm" Escalation (as needed) to Customer Internal IT Teams    Customer Interface	Level 1 Triage and End-User Support				
"Warm" Escalation (as needed) to Customer Internal IT Teams    Customer Interface	Remote connectivity to end-users systems		✓		
Customer Interface  Local DID number provided with customized answering script  /			<b>✓</b>		
Local DID number provided with customized answering script Processing of Incidents or Requests via email Additional Toll Free 8009 Service Management Tool End-User WEB Interface  Account Management Assigned Service Desk Supervisor Additional Service Desk Supervisor Additional Service Desk Supervisor Additional Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Additional Service Desk Supervisor Additional Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Additional Service Desk Supervisor Assigned Service Desk Supervisor Assigned Service Desk Supervisor Additional Service Desk Supervisor Additional Service Desk Supervisor Assigned Service	Escalation to Third Party Vendors		<b>✓</b>		
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Additional foll Free 800#	Local DID number provided with customized answering script				
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Reporting and Documentation	Enhanced Call Answering and Email Processing SLAs		<b>✓</b>		
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Incident Management Request Management  Configuration Management  Problem Management  Configuration Management  Problem Management  Configuration Management  Courterly Service Level Review Meeting  Monthly Service Level Review Meeting  Standard Call Answering and Email Processing SLAs  Enhanced Call Answering and Email Processing SLAs  Enhanced Call Answering and Email Processing SLAs  Level I Resolution SLA  Add-ons  VIP Support  Additional Service Management Tool Licenses  Service Level Agreements  Service Level Agreements  Average Speed of Answer  Call Abandonment Rate  10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Knowledge Management: SOP Documentation		<b>✓</b>		
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Priority 3         N/A         10 hr         10 hr           Priority 4         N/A         20 hr         20 hr           Request Completion Goal           One Day         N/A         10 hr         10 hr           Two Day         N/A         20 hr         20 hr           Five Day         N/A         50 hr         50 hr	Priority 1	N/A	2 hr	2 hr	
Priority 4         N/A         20 hr         20 hr           Request Completion Goal         N/A         10 hr         10 hr           One Day         N/A         20 hr         20 hr           Two Day         N/A         20 hr         50 hr           Five Day         N/A         50 hr         50 hr	Priority 2	N/A	4 hr	4 hr	
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One Day         N/A         10 hr         10 hr           Two Day         N/A         20 hr         20 hr           Five Day         N/A         50 hr         50 hr	Priority 4	N/A	20 hr	20 hr	
Two Day         N/A         20 hr         20 hr           Five Day         N/A         50 hr         50 hr	Request Completion Goal				
Five Day         N/A         50 hr         50 hr	One Day	N/A	10 hr	10 hr	
,	Two Day	N/A	20 hr	20 hr	
Ten Day N/A 100 hr 100 hr	Five Day	N/A	50 hr	50 hr	
	Ten Day	N/A	100 hr	100 hr	

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