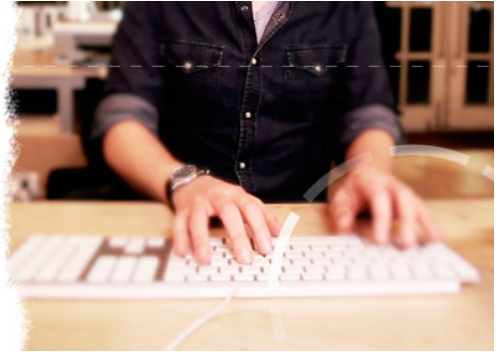


# HELP DESK SERVICES & SUPPORT

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Need better user satisfaction? Want to get more out of your internal resource?

Let Homeland be the single point of contact for your organization's IT-related questions, incidents and requests. Our highly-trained help desk team leverages state-of-the-art technology and practical experience to provide informed assistance to end users via phone, email or online chat; support hours can be customized to meet your specific needs.



## Service Overview:

- Provided by 100% American staff with advanced skills
- Available 24x7, 365 days
- Our systems are redundant & State-Of-The-Art
- Delivered from multiple locations
- Customizable contract duration and hours of support
- Backed by a Service Level Agreement
- Use your existing ticketing system, or ours
- Contact the help desk via phone, live chat, email & web
- Detailed monthly reporting against SLA
- Tier-2 and Tier-3 services available
- Windows and Mac support
- Mobile device support
- Citrix, VPN, or other remote access technologies
- Tier-1 support for your business applications
- Password resets

## Service Level Guarantee

Our services won't go below a mutually agreed upon % without a corresponding penalty. Metrics include:

- First Call Resolution
- Abandonment Rate
- Speed to Answer

## Industry Experience

Experience servicing a broad set of industries:

- Banking
- Insurance
- Technology
- Professional Services
- Hospitals

## Our Approach

We train and employ skilled rural-based Americans through small town partnerships, project-based training, and custom-tailored processes. These aspects form a unique approach to rural outsourcing that eliminates any over/under qualification of potential employees, poor training, time delays, and language & location barriers. In conclusion, Homeland works with our clients to give them a better solution with a better value than overseas and urban-based outsourcing options.

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## CONTACT US

Call Homeland to learn how you, your business, and even the community will benefit from our rural outsourcing approach.



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