

### A single point of contact for all your IT support needs

An IT telephone service desk, delivering the support YOU need

Egton's Telephone Service Desk provides a single, dedicated *low rate* telephone number for the reporting and escalation of any IT support incidents or problems.

Our Telephone Service Desk is manned by 50 highly trained and experienced technical consultants, who are always ready to provide you effective, fast and responsive information and diagnosis.

Through the use of proactive and reactive incident management and remote diagnostic tools, Egton's Telephone Service Desk is **ISO20000**, **ISO9001** and **ISO27001** accredited, and resolves over 90 per cent of incidents without the need for an engineer visit, enabling you to focus on your business.

For those times when an engineer visit is required, Egton has over 95 network consultants based around the UK, each trained to the highest standards and able to offer next business day response.

Egton's Telephone Service Desk supports in excess of 110,000 PCs, 70,000 printers and 5,000 servers based across 6,000 client sites around the UK. Our clients include local government, NHS trusts, schools, GPs, Solicitors and SMEs from various industry sectors.

*Egton's  
Telephone  
Service advisors  
are always ready  
to help resolve  
any IT support  
query*

### Responsive, reliable telephone support

The Egton Telephone Service Desk provides:

- A single point of contact for all support requests
- A wealth of fully trained and experienced support personnel and technical engineering resources
- Effective triaging of calls to third parties on your behalf
- Complete management of the incident through to resolution
- Regular feedback
- Service reporting

When you have hardware or software problems you need answers fast, the Egton Telephone Service Desk enables this solution for you.

The Egton Telephone Service Desk is open Monday to Friday 8am – 6pm and Saturday 9am – 1pm, with extended hours available by negotiation. Incidents can be reported to the support desk via email, web based logging tools, or by telephone direct to one of our skilled support consultants. **Over 95 per cent of calls are currently answered within 30 seconds.**

Once the incident has been logged, live updates can be generated by email or via our online incident tracking system – every update to your incident log can be viewed online immediately.

**For information on how Egton's Telephone Service Desk is ready to provide your organisation with reliable and responsive support, call 0845 124 5245.**