

Project Support - Helpdesk

Providing courteous and knowledgeable technical support for your staff and customers

Why Helpdesk Support?

Carriers and large enterprises alike can benefit greatly from high-quality support to assist staff and customers with technical challenges. Mercury Z's Helpdesk offering provides quality service with both technical knowledge and quick response times. With performance processes in place, and frequent customer satisfaction surveys, Mercury Z offers quick times-to-answer, together with polite, knowledgeable service.

By working with Mercury Z industry experts, you will have a true partner to provide and/or manage your helpdesk offering, so that you can focus on your core areas of business.



Save time



Save money

Mercury Z offers a variety of helpdesk support services to suit your requirements:

- **1st & 2nd Level Helpdesk**
- **IP Address Allocation**
- **DNS**
- **End-user Device (e.g. modem, routers, switches, firewalls, VPNs, etc.)**

Mercury Z's team of talented technical staff, and its ability to source individuals with specific skill sets, provides you with a valuable pool of troubleshooting experts. Coupled with our project management and operational experience including setting up Network Operations Centers (NOCs), makes Mercury Z a truly reliable partner.

Project Support

- ▶ NOC (Network Operations Center)
- ▶ Staff Augmentation
- ▶ Network Assessments
- ▶ Hardware Diagnosis
- ▶ Application Support
- ▶ Strategic Planning
- ▶ Server Migration
- ▶ Equipment Management/Asset Disposal

Mercury Z's Solutions

- ▶ Network Engineering
- ▶ Security Solutions
- ▶ Data Center Solutions
- ▶ Project Support
- ▶ Field Services
- ▶ Cloud Solutions
- ▶ Branded Professional Services
- ▶ Wireless Solutions

Mercury Z, LLC

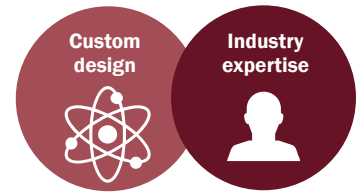
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Fact Sheet: Helpdesk Support

A methodology that allows for flexibility to suit your unique environment



About Mercury Z

Mercury Z are experts in networks offering business, project management, and engineering services.

We provide solutions to large carriers, leading corporations, and government entities, among others.

Whether it is telecoms engineering, network infrastructure design, data migrations or security assessments, Mercury Z provides you with a customized and comprehensive solution.

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Mercury Z
innovation, from a to Z

Mercury Z's 5-phase transition methodology

Using this simple outline, Mercury Z keeps the transition process flexible to allow for changes that can occur as the solution is developed and implemented.



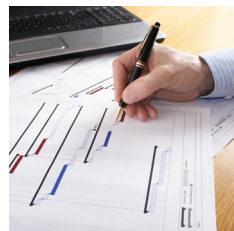
Business Requirements

By first gathering information about the engagement, Mercury Z can establish a baseline for the project, which will contribute to its long-term success. The current status of the helpdesk environment including structure, staff, performance metrics, policies and procedures, will guide Mercury Z towards the best solution for you.



Initial Training

To ensure a smooth transition, initial training will focus on your back-office systems. By working with you to identify the required systems and applications you need, Mercury Z can establish more specific training.



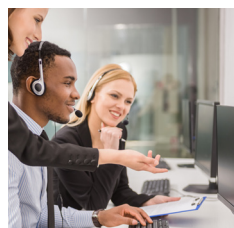
Operational Transfer

Mercury Z works with your team to establish transfer timelines to transition the helpdesk over. Mercury Z will develop contingency plans and monitor performance during the process. The transfer would be arranged during a designated period for a swift transition and for minimum disruption to your business.



Stabilization

At this stage, Mercury Z is in full operational control of the helpdesk with personnel actively supporting the customers. Mercury Z would continue communications with you to ensure this stabilization process, and to have a 'back-up' team at your office should any systems or applications be required.



On-going Operations & Evaluation

Mercury Z will continue with staffing, management, and performance monitoring of the helpdesk. Regular communication will ensure that any modifications you require can be made. This can be in the form of a notification process, which can also be used for updates to processes and procedures to improve performance.

**Contact us for more information on
Helpdesk Support!**