

End User Services

What you need, when you need it



*Employee productivity relies heavily on computers and attached peripherals, **but what happens when they need repaired or upgraded?** Take advantage of Essintial's proven end-user service offerings to keep your team — and technology — at peak productivity.*

Keeping You Up and Running

PCs and laptops are essential to everyday business operations. When there is a problem, business and productivity can grind to a halt.

Essintial's decades of experience — paired with 24x7x365 service — allows us to successfully partner with customers for end user support with integrated service desk that provides the largest possible return on investment, while increasing end-user productivity and customer satisfaction.

Our proven Managed WorkForce® methodology combines unmatched service desk capabilities, program management expertise and a Preferred Provider Network (PPN) of more than 2,000 certified technicians — ready to provide service in every zip code nationwide. This combination ensures

issues and requests are addressed comprehensively, issues and requests are addressed comprehensively, from beginning to end.

Essintial's PPN provides the peace of mind that you'll get the exact type of assistance you need from technicians qualified to work with your specific systems — regardless if you employ IBM, Dell, Lenovo, Toshiba, Asus or other brand computers.

Whether you need full time, dedicated on-site support for major locations, remote Tier 2 support, or dispatch support on an as-needed basis, Essintial's Managed WorkForce methodology has the unique combination of services to provide exactly the help you need, where and when you need it.

Service Offerings

- » On-site repair and maintenance support
- » Break/Fix dispatch
- » Dedicated on-site support
- » IMAC
- » Service Desk — Incident Management
 - » Meantime to Repair (MTTR) analytics & analysis
 - » No Problem Found (NPF) reporting
 - » Customer satisfaction capture and reporting
- » ITIL Continual Service Improvement (CSI) approach
- » End-of-Life and off-lease returns support
- » Asset disposal/recovery
- » Warranty & post-warranty support

Essintial Capabilities

- » 24x7x365 U.S.-Based service desk with immediate access to Tier 3 technical support
- » Coverage in all zip codes in the U.S. and metropolitan areas of Canada
- » Average 25,000+ service events per month with 95%+ SLA attainment
- » Network of 150+ forward stocking locations for logistics coordination
- » Service options — 24x7x365, same-day, next-day or depot repair

Essintial also employs Managed WorkForce methodology to offer project and deployment services for all end-user technologies.