

# IT Help Desk for Banking

Responsive IT Support from Knowledgeable and Experienced Staff

Get instant access to a team of highly trained technical experts for a predictable, fixed monthly fee. **Reliable IT Banking's** help desk staff are just a phone call away when technology problems derail your workflow. Other help desk service providers frustrate clients with long hold times and communication challenges. Our U.S.-based team offers guaranteed SLAs to ensure problems are resolved quickly – in fact, our average **response time is 15 minutes!**

## The Benefits of Outsourcing Your IT Help Desk to **Reliable IT Banking** Include:

 <p>One toll-free number to call for all your service needs</p>	 <p>Live Answer support and problem resolution</p>	 <p>Virtual desk-side assistance with remote support</p>	 <p>Superior customer service from our U.S.-based team of technical experts</p>	 <p>Reduce/eliminate need for in-house technical support</p>
 <p>Increased staff productivity</p>	 <p>Predictable, low-cost support with fixed-price plans</p>	 <p>Decreased business administration expenses</p>	 <p>Track all technical issues and resolution with convenient online reporting</p>	

## SCOPE OF SERVICES INCLUDE

Hardware	Software	Email	VPN	Microsoft Office	Printers	PDAs	Internet Connectivity

Let us help you create a fixed-cost help desk solution that works for your bank. Call us today at **866.634.3230** to learn more.