



SERVICES

IT SUPPORT - HELPDESK

CFT is deeply experienced in providing complex Help Desk/ Support Services. We aim to customize the service with our customers in order to meet their specific requirements. The scope of services delivered includes both **first line of support** as well as **second line of support** especially in case of business applications. Vast experience in managing the IT resources we are able to define unique scope of services, more detailed than market standards offered by competition.

Our services include:

- support of desktop/laptop issues including applications,
- support both in customer premises and remotely, at periods adjusted to customer needs,
- management of dedicated resources, monitoring of the processed tasks quality and reporting
- service level defined in SLA

Why CFT ?

- all-round support of end users by qualified and experienced support team
- quality control maintained by reports adjusted to customer specific needs
- optimization activities - analysis and further propositions of improvements to reduce the stream of tickets and more effective handling of registered tickets,
- bespoke services - for all customers we adjust the scope of services

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