



## 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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