



Technology Solutions, Inc.

Complete IT / VOICE

Proactively Managing your Success



Enterprise Help Desk

A Comprehensive IT Support Solution

Corporate success in the new millennium will depend not only on how well companies embrace technology, but how well they ensure that those tools consistently deliver the benefits promised. CTS Technology Solutions, Inc. now offers the **Enterprise Help Desk** to provide a complete *Help Desk support* solution.

We know that that every customer is different and has different needs. That is why we have created two different Help Desk programs. Our **Enterprise** solution allows you **unlimited** help desk support on a per user basis, while our **On Demand** solution allows you **per incident** packages. With these two solutions, you have the flexibility as small office with only 2-3 employees to purchase on a per incident basis, or a thousand seat (or beyond) unlimited call plan.

When should I call?

Call with ANY IT related issue.

- Windows issues and questions
- Hardware issues
- MS Office issues and questions
- "How do I do ...?"
- Specialized applications
- Email issues and questions
- Windows administration issues

What can I expect when I call?

- Your call goes directly into our Help Desk queue.
- The agent will answer, "Thanks for calling the Help Desk; can I have the company you are calling from and your name?"
- Once your call is logged, they will discuss your problem with you and most likely request to take control of your desktop.

Corporate Headquarters

154 W. Broadway; P.O.B. 278
Sparta, IL 62286

•
110 N. High Street
Suite 4
Belleville, IL 62220

•
1804 Supply Road
Carterville, IL 62918

•
12101 Woodcrest Exec. Drive
Suite 105
St. Louis, MO 63141

•
1606 Independence
Suite 1
Cape Girardeau, MO 63701

www.ctscomplete.com

sales@ctscomplete.com

800-443-3068



Technology Solutions, Inc.

Complete IT / VOICE

Proactively Managing your Success

