



Strata Pointe

TIER 1 HELPDESK



END-USER SUPPORT



- Hardware support
- Application support
- Access management
- O365 & Google Workplace
- Network connectivity
- Browser support



HELPDESK APPLICATION MANAGEMENT



- Desk maintenance /updates
- Workflow and automation
- SLA settings
- Routing rules
- Manage user portal
- Customized dashboard



HELPDESK MANAGER, KNOWLEDGE BASE & REPORTING



- Maintain staffing requirements
- Improve user experience
- Manage more ticket types
- Quality assurance on process
- Build knowledge bases for all tickets
- Provide custom reporting for leadership



FIELD SERVICES & LOGISTICS SUPPORT



- Onsite troubleshooting
- Roll out new devices
- Manage asset inventory
- Stage, deliver, and deploy equipment
- Coordinate returns, RMA processing
- Configure and kit equipment