



End-User Support

Murphy's Law says the likelihood of technology letting you down increases with the importance or urgency of the task. However, even minor glitches or operator errors can cause frustration and impact performance and customer satisfaction. That makes effective, on-site end-user support critical. If you are looking for a sustainable solution to ensure a smooth and efficient operating environment and satisfy demanding staff, customers and business partners, HKBN JOS has the answer:



Helpdesk Service

Acting as a single point of contact, HKBN JOS' Helpdesk Service provides a better end-user experience. With a next-generation ITSM tool for call management, all incoming calls via any channel – phone, web portal or email – are logged, prioritised, classified, and tracked through to resolution, 24x7. Embedded, automated ITIL processes enforce service level management, ensuring that SLA targets are met.



End-User Support Service

Aimed at providing first-call resolution, dynamically allocated resources and dedicated on-site teams deliver quality desktop support services. Whether you use Windows, MacOS, iOS, Android or Blackberry, or operate a complicated mix of hardware, HKBN JOS offers the expertise and specialist skills you need to keep things running smoothly and cost-effectively.





End-User Device Management

With the explosion in the volume and variety of user devices – from desktops and notebooks to tablets and smartphones – a centralised approach to managing everything throughout their asset lifecycle is now crucial. HKBN JOS’ End-User Device Management enables you to reduce user downtime, enforce compliance, and cut the total cost of user device ownership. Major advantages include hardware and software asset management, SOE image build, configuration management, patch management and device deployment.



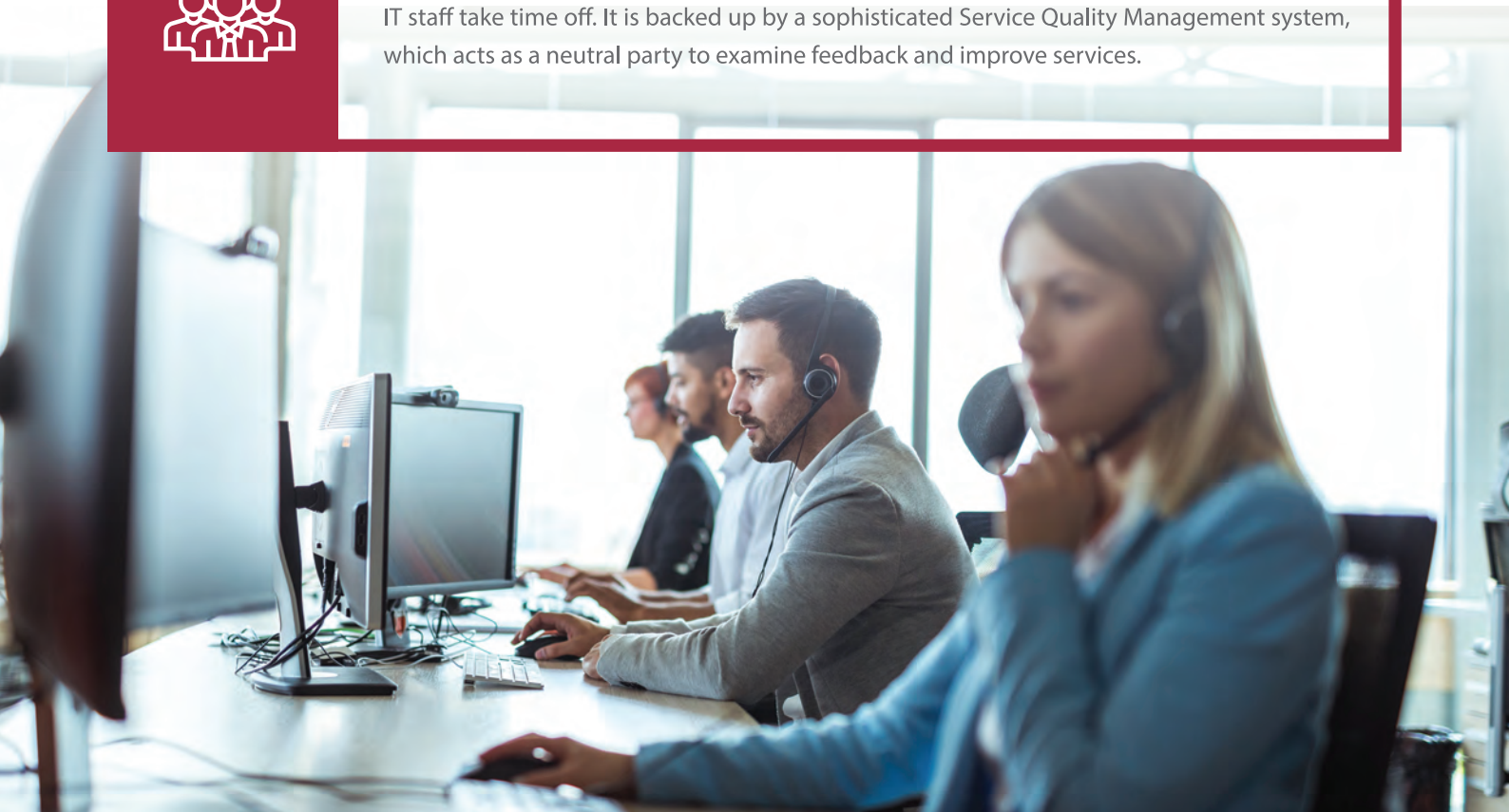
IT Support Service

OfficePack and AccessPack are ideal for small and medium organisations lacking the manpower to address end-user and infrastructure problems. Whether you need regular on-site services, ad-hoc incident support, professional support services or proactive managed services, OfficePack is the solution. Token-based AccessPack is even more flexible, with token deductions based solely on the actual effort spent by HKBN JOS professionals and the services they deliver.



IT Staff Secondment Service

HKBN JOS Manpower Outsourcing ensures that performance levels remain high when your IT staff take time off. It is backed up by a sophisticated Service Quality Management system, which acts as a neutral party to examine feedback and improve services.



CONTACT US

 connect@jos.com

 2565 2011

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