



# BACK TO BUSINESS

WITH SERVICE DESK SUPPORT

IT responsibilities can be frustrating, especially when a technical issue affects productivity. After all, every second you're struggling with technology is time sacrificed from your business.

Luckily, there is an easy answer. Impact Group's Service Desk provides 24/7 support 365 days a year, which means there is never an opportunity for technology to get the best of you. We're a team of real, local experts ready to solve your problems the moment they begin, even preventing issues behind the scenes before you ever know they've started.

**We're here to make an Impact.**

**All you have to do is make the call.**

**START WITH A NO-OBLIGATION CONVERSATION.**

Call Joe today! (651) 415-2274

Advanced Call Management System

Customized IVR Phone System

VOIP with Redundancy

Remote Support Tools

Queue Monitor

State-of-the-art Data Center

Cutting-edge Ticketing System

Detailed Reporting

Disaster Recovery

Escalation for Quick Resolution

Cloud-based Technology

Proven Onboarding Methodology

ITIL-based Processes

24/7/365 Access

Local Minnesota Experts



## SERVICE DESK

### FEATURES & BENEFITS

#### PROVEN TECHNOLOGY

We balance the latest innovations with the reliability of tried-and-true methods to concoct the perfect means of achieving your goals. We're here to make your life easier by providing the most efficient solutions on the market.

#### QUALIFIED AGENTS

Our highly trained team of experts is here to assist your every need with personability and expertise. Our training never stops, ensuring we bring the best of customer service and industry knowledge to every interaction.

#### TAILORED PROCESSES

Every success story starts with a custom plan of action specifically designed to enhance your company for ultimate success. There is no cookie-cutter method for achieving greatness, so we work to provide the right tools to fit your needs.

#### Great people and great services?

*That sounds expensive.*

Actually, compared to industry leaders, we are extremely cost-effective. Not to mention, you'll be saving money by running a more efficient business and minimizing downtime. Let's keep that money in your pocket and get back to business.

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