

ProCern®
TECHNOLOGY SOLUTIONS

IT Support

Help Desk That Keeps Your Business Moving

ProCern's Help Desk Services provide reliable, end-user support designed to reduce IT strain, improve productivity, and deliver a consistently positive user experience. By handling day-to-day technical issues, ProCern allows internal IT teams to shift focus from constant troubleshooting to strategic, revenue-driving initiatives.

From common user issues like password resets and access requests to more complex troubleshooting, ProCern's Help Desk acts as an extension of your IT team delivering responsive, knowledgeable support when and how your users need it most.

The Challenge

Many organizations face growing IT demands with limited internal resources. IT teams are often stretched thin managing frequent end-user issues, rising support costs, and user frustration which leaves little time for strategic initiatives that move the business forward. Without a dedicated resource for day-to-day support, IT operations can become inefficient and reactive.

Our Solution

ProCern delivers customizable, turn-key Help Desk services that streamline IT operations and enhance employee experience. Our qualified IT professionals resolve issues quickly, clearly, and professionally. We work to reduce downtime and improve satisfaction across your organization.

Whether augmenting your internal team or fully outsourcing end-user support, ProCern provides a flexible approach that adapts to your unique business and technology environment.

Key Benefits for Your Organization

Improved IT Productivity

By offloading routine support requests, internal IT teams can focus on strategic initiatives instead of constant issue remediation.

Cost-Effective Support Model

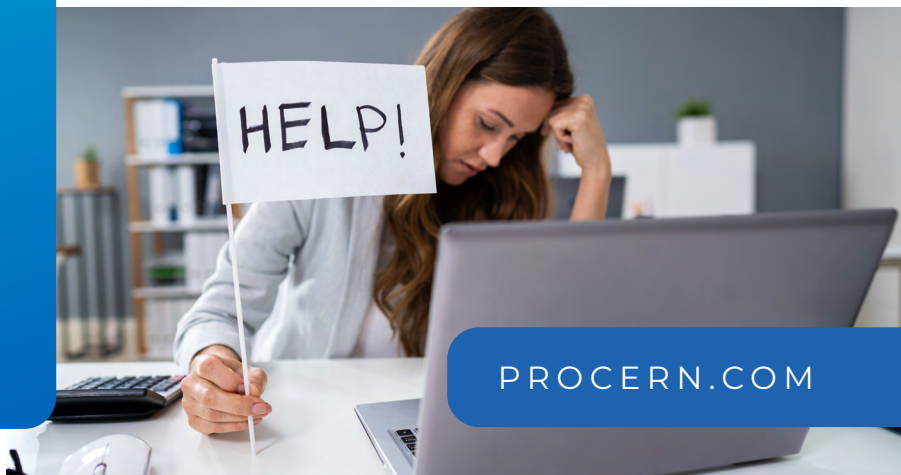
Outsourcing Help Desk functions can lower operational costs while improving service consistency and quality.

Reduced Downtime

Fast response times and efficient issue resolution minimize disruption to employee workflows.

Better Employee Experience

Easy access to knowledgeable, approachable IT support improves user satisfaction and confidence in IT.



24/7/365	<1 Min	<15 Min	1 Hour
AVAILABILITY	SPEED TO ANSWER	TICKET RESPONSE	SEV 1 WORKAROUND

Core Service Capabilities

- Create, validate & triage support tickets
- Troubleshoot hardware & OS issues
- Resolve issues using standardized runbooks
- Support end-user applications & printers
- Monitor & manage full ticket lifecycle
- Escalate unresolved issues per SOP
- Support via phone, email and/or ticket
- Escalate to Client's point of contact as needed



Tier 1

24/7/365

HELP DESK AGENTS

- Answer call center phone calls
- Initial ticket intake and triage
- Password reset requests
- Basic Microsoft 365 and web portal support
- Troubleshooting using documented procedures
- Create and provision new user accounts

Tier 2

Mon–Fri · 7AM–6PM MT

(Optional: 24/7)

ADMINISTRATORS

- Escalation support for Tier 1 requests
- User onboarding and offboarding
- Device setup, configuration and printers
- Basic network troubleshooting
- Advanced and complex issue resolution
- Third-party application troubleshooting

Service Level Agreements

SPEED TO ANSWER	85% of calls <1 minute
INITIAL TICKET RESPONSE	95% of tickets <15 minutes
TICKET ASSIGNMENT TO CLIENT TEAM	95% assigned <30 minutes
RESOLUTION/WORKAROUND (95%)	Sev 1: 1 hr | Sev 2: 4 hrs | Sev 3: 72 hrs

Governance Cadence

DAILY
Reporting via dashboard; ongoing operations

WEEKLY
Support call: open issues, tactical resolution

MONTHLY
Performance and SLA review with delivery managers

YEARLY
Executive review: strategy, roadmap, initiatives

We got you!

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