

# "I DON'T HAVE TIME FOR THE SERVICE DESK"

Remember when we didn't have time for data security or moving services online or integrations? Then the scales tipped, the opportunity cost got too high, and we couldn't ignore it any longer.

**The #1 way to improve user experience and satisfaction with your IT environment is to fix the service desk.**

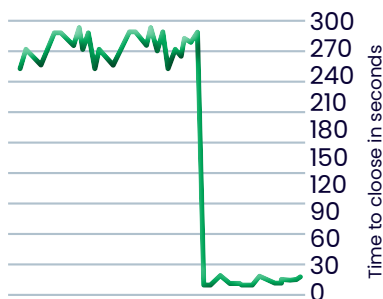
## FIX IT RIGHT

When employees in your organization contact the service desk, they're struggling with a problem. And nothing else in your IT environment matters to them.

If a user can't log in while traveling, can't print a report for a meeting, can't open a critical application—nothing else you do will keep frustration from becoming their primary IT experience.

The service desk is your first line of defense, and eProc brings you the next generation in service, solving employee problems fast so they are free to solve your customer problems. Start solving issues in real time, drop service desk support times through the floor, and power the productivity of your whole business with eProc.

**Ticket closing time drops  
when using eProc**



### THE SERVICE DESK

### IS COSTING YOU

All those lost hours of productivity add up. But you're not just burning cash at the service desk, you're also burning out employees with record turnover and all the costs around it. But the most important thing the service desk costs you is reputation. The service desk today tarnishes the image of everything else IT is doing.

### WE BUILD

### SERVICE RIGHT

Everybody going forward is going to be able to build service support right, and the way it's done today is going to look foolish. It is so obviously inefficient compared to eProc. Everyone we show it to can see that, and I'm sure you do too. Make it a priority. It's an opportunity. Solve the problem.

