Don't let help hold you back

Waiting on the help desk,
the meeting was missed

Waiting on the meeting,
the insight was missed

Waiting on the insight,
the project was missed

Waiting on the project,
the opportunity was missed

Waiting on the opportunity,
the goal was missed

All by waiting on
the help desk.

eProcsolutions

Your users are frustrated by the help desk, particularly those "frequent callers". And who can blame them? Work interruptions destroy productivity. Efficiency experts at the University of California reveal it takes an average of 23 minutes and 15 seconds to get back into a task after you've been interrupted. Wow, that's a lot of wasted hours.

It's not your fault! You're using today's best solutions: a ticketing system, remote control (LogMeIn, VNC, Bomgar, Microsoft Lync), cloud solutions, and tools like task manager and scripts.

Why do you have to interrupt the user at all? What if you could solve these problems before the user even knows they have them? **You should know about eProc.**

eProc Average Customer Improvement

Ticket	Before eProc	After eProc
Slow, CPU 100%	15 minutes	0-2 minutes
Long uptime, restart	15 minutes	5 seconds
Map network printer	15 minutes	0-30 seconds
Install application	15 minutes	0-1 minute
Lose trust with domain	Sometimes days	3 minutes total

You don't believe it, do you? There can't be that much waste in the help desk. We'll absolutely **prove** it to you. In fact, in the time it took you to read this far, your help desk hasn't closed one printer reconnect ticket, while eProc cleared out twenty three. **Get your help desk time back.**