


NWN can assist your internal help desk team by reducing expensive deskside visits up to 30%

Dramatically Enhance End User Satisfaction By:



Utilizing our 20 years of best practices to help your team:

- Reduce speed of answer to <60 seconds
- Increase first call resolution
- Reduce queue times of tickets
- Provide overflow capacity for volume spikes 24 X 7
- Provide detailed assessment

The NWN Difference

Established

- Providing Managed Services for 20 years
- US-based, delivered & managed
- SSAE 16 Type 2 SOC 1 certified
- Over 35,000 calls per month with ASA of <60 Seconds and <3% abandonment rate
- 170+ dedicated managed services employees

Experienced

- Management team deep in call center and help desk experience
- Help Desk Director, 20+ years of call center experience
- Customer Delivery Vice President, 20+ years of service desk experience
- Customer surveys
- Monthly reporting
- Quarterly business review

Focused on Customers

- We act as an extension of our customer's internal team
- We partner with our clients
- Flexible – we design the program based on your custom requirements
- Help Desk Engineers get familiar with end users, the cultures and applications, resulting in higher resolution rates
- All Engineers are trained on root cause analysis methodologies
- For each customer, NWN has a designated Help Desk Team Lead who becomes the escalation "expert" for questions pertaining to the customer's account
- Assigned Customer Delivery Manager acts as the customer liaison and advocate within NWN



Solving Customer Business Problems Through Technology

Call: 866-343-7668

Visit: www.nwnit.com