



trilogy networks

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Business Benefits

- ▶ Get your users back up and operational quickly
- ▶ Lower costs of support
- ▶ Eliminate the headaches of support
- ▶ Flexible to meet your changing business demands
- ▶ High quality to ensure long-term operational effectiveness
- ▶ Eliminate issues

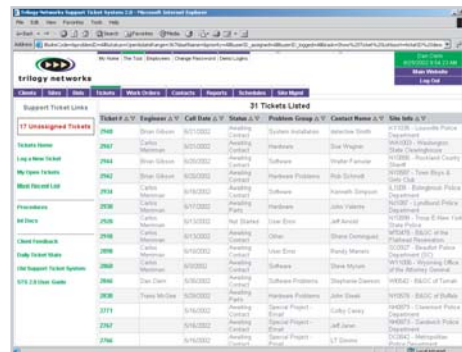
Technical Support

We provide technology support for businesses and organizations. This allows you to free up your technical resources and focus on your core competencies.

Experience

Our team brings many years of experience supporting client's technology infrastructure

Installed and supported 900+ locations across the country



We have provided on-going technical support for several large national clients including

- ▶ PowerUP
- ▶ Boys & Girls Clubs of America
- ▶ National Center for Missing and Exploited Children
- ▶ Gateway
- ▶ Educational Institutions

We will create an effective technical support plan for your business

We project manage the support of several hundred locations

Our certified and trained staff deliver cost efficient and consistent results

We utilize web-based tools to ensure our staff has the proper equipment to perform their work

Results

Our well designed, high quality support plan leads to high quality support services

Our experienced staff delivers consistent results to your organization

Your company will receive world class support services

You will have a single point of contact for easy management of technical support

All facets of your Help Desk and call center requirements will be met

Our team has in-depth Customer Relationship Management (CRM) training allowing us to deliver the highest level of customer satisfaction

We integrate unique client requirements into our procedures and practices focused around your business needs

Trilogy provides fast, efficient support necessary to maximize user productivity

You will have the ability to create electronic trouble tickets managed within our custom Project management system through **geteconnected.com**

You will have centralized billing and web-access reporting through **geteconnected.com**

The support that you have provided our project has been nothing short of amazing. Thanks for all your hard work and for making everyone's lives a lot easier. Keep up the excellent, excellent work.

Kris McClure

Technical Liaison for National Center for Missing and Exploited Children
Alexandria, VA

