Web Vijayi

SERVICE BROCHURE

Technical helpdesk and IT support

Product and IT problems handled to your priorities, with every ticket on record.



9:50 am A customer can't log in

6 AM 12 PM 6 PM 12 AM 6 AM

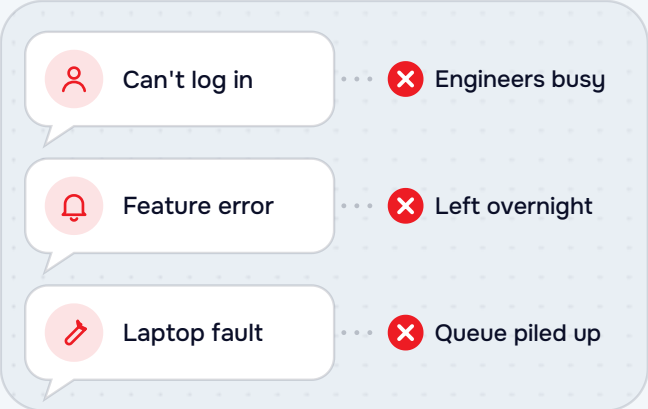
Who it is for

Medium and large businesses whose support has outgrown the people doing it, for their customers, their own staff or both.

- SOFTWARE COMPANIES
- FIRMS WITH MANY BRANCHES
- FIRMS WITH BUSY SEASONS
- FIRMS RUNNING A HELPDESK

When support outgrows its people

- Product engineers lose afternoons to customer tickets, and a small IT team looks after hundreds of laptops.
- Cover stops when the office closes, but customers and branches keep working.
- Busy seasons flood the queue.



BEFORE: TICKETS WAITING, ENGINEERS PULLED IN

What we take on

A team takes problem reports from your customers, your staff or both, logs each one as a ticket and fixes what it can. The rest goes to your engineers or suppliers with the diagnosis already done. We agree the priorities and targets with you before work starts.

Customers and staff

Customers' product problems and your staff's IT, as two queues with their own rules if you need both.

Every ticket on record

Each ticket shows its priority, who handled it, what they did and the outcome.

Checks before any reset

You decide what a caller must prove before a password or login reset, and every reset is recorded.

How it works

WE DO THIS · TOGETHER

1

TOGETHER

We look at your support today

The problems that come up most, the systems involved and who handles what. Then we agree the scope, channels and hours we cover.

2

TOGETHER

We agree priorities and targets

Priority comes from how much of the business a problem affects and how fast it gets worse. We set response and fix targets for each.

3

TOGETHER

We write the playbook with you

Troubleshooting guides, escalation routes, approved replies and the checks before any password reset. You approve it before go-live.

4

US

We set up access safely

Our team gets named accounts, only the access the work needs and multi-factor login, in your ticketing system or one we agree.

What you get

- ✓ A staffed helpdesk for customers, staff or both, on hours and channels you agree
- ✓ Every request logged as a ticket with its priority, history and outcome
- ✓ Escalations to your engineers or suppliers with the steps tried and the evidence attached
- ✓ A playbook of guides and escalation routes, written with you and kept current
- ✓ Help articles written from real tickets, so common questions need no call
- ✓ A regular report on tickets, times against target, repeat problems and open risks

What we need from you

- Recent tickets, your current guides and product documentation
- Access to your ticketing system and a test account for each tool
- Who takes escalations on your side, and when they're available
- Rules on identity checks, data and what the team must never do
- One person who approves the playbook and any changes

Timeline We agree the timeline with you before we start.

How you stay in charge

You approve the rules, and you can read every ticket.

A playbook you approve

The team follows the playbook you signed off. Any change to what they may fix, say or reset needs your yes first.

Tickets and reports to read

Each ticket shows who did what and when. Regular reports show targets met and missed, and we go through them with you.

One named contact

One person on our side owns your account and is your first call for a complaint, a change or an urgent problem.

Change it or end it

Ask to change the scope, hours or rules, or end the service on your contract's notice. Tickets and articles stay yours.

Questions people ask

Technical support or IT support?

Technical support helps your customers with your product. IT support helps your staff with laptops, accounts and apps. One helpdesk can run both.

Which hours and channels do you cover?

We agree the hours, time zones and channels with you before work starts, along with response and fix targets for each priority.

Can someone trick the helpdesk into a reset?

You decide what a caller must prove before any reset and what happens if they can't. The team is trained on those rules and every reset is recorded.

What happens to our data if we stop?

It stays yours. Tickets, the playbook and help articles stay in your systems or are handed over, and our accounts and access are removed.

Bring a few recent tickets

In a free consultation we'll go through them with you and show you which ones could be fixed on the spot, and which would need a specialist.

Quoted in writing after a free consultation, by people served, ticket volume, hours and channels.

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Book a free consultation:
webvijayi.com/contact