



Epic

## Support for your end-users and administrators

Do your users lack technical support when registering, logging on and using e-learning and educational software? If so, Epic Service Desk (ESD) can help – our unique support centre offering prompt, professional service.

**epicservicedesk**

# We aim to fix 90% of queries first time



The Pensions  
Regulator 



**easyJet**

ESD has provided technical support to users and administrators of online products for many years - not just products developed by Epic, but by other companies too. These involve software delivered from web portals, e-commerce sites, intranets, hosted platforms, LMSs, Epic's own Arena learning portal and on DVD/CD-ROM.



**National School  
of Government**



**CabinetOffice**



Audiences range from a few hundred, mainly UK-based users right up to global audiences of over 250,000 users and administrators worldwide.

Our team of dedicated specialists provides a central point of contact for users having problems with registering, logging on and using products, and for administrators experiencing difficulties with reporting and admin functions.

ESD contracts are backed up by agreed targets for response / investigation / resolution. With a risk-free, 'pay-as-you-go' pricing structure, and a proactive approach to reducing calls/queries, it's no wonder ESD's client base has doubled this year!



**"The fantastic level of support provided by the Epic Service Desk team left our customers with an extra sense of satisfaction and confidence. Epic helped to streamline and simplify the management of our incoming support, providing a flexible solution to a seasonal problem."**



**David Francis, Prime Principle**

# Outstanding customer service

**ESD isn't a call centre, it's a service desk, with outstanding customer service achieved through:**

## A Skilled & Experienced Team

ESD staff have been with us for several years, and are fully familiar with our clients' audiences and typical queries. And we only recruit the right people - not just with core technical skills, but with good attention to detail and effective interpersonal skills.

## A Proactive Approach to Reducing Call Volumes

Our aim is to reduce clients' costs by preventing queries arising in the first place. We work closely with clients to analyse queries, identify trends/root causes and take preventive action.

## Fully Documented FAQs

A key aspect of our proactive approach is to document typical problems, together with how to resolve them. Frequently Asked Questions (FAQs) help to reduce call volumes/costs, and are continually updated as we gather information on queries and call volumes.

## 'Pay-as-you-go' Pricing

Based on the software and number of users, we forecast call volumes for the first 12 months and provide estimated costs accordingly. As issues arise, we report spend against budget. If actual volumes are less than estimated, the unused budget is carried forward to the next period, ensuring clients only pay for queries raised, thus ring-fencing their budget.

And we don't rest on our laurels! Service quality is monitored through call sampling and performance against SLAs discussed at monthly account meetings.

**"The service is much better than from Epic's predecessor. For example, the staff are more flexible and responsive to our requirements, and the monthly call logs and summary reports are more professionally presented."**



**Huw Jones, 4Learning Managing Editor**

# Proven call handling process



Issues are recorded on our call-logging system, then tracked and reported using our ISO 9001:2008 accredited support procedures, based on an Information Technology Information Library (ITIL) industry standard process.

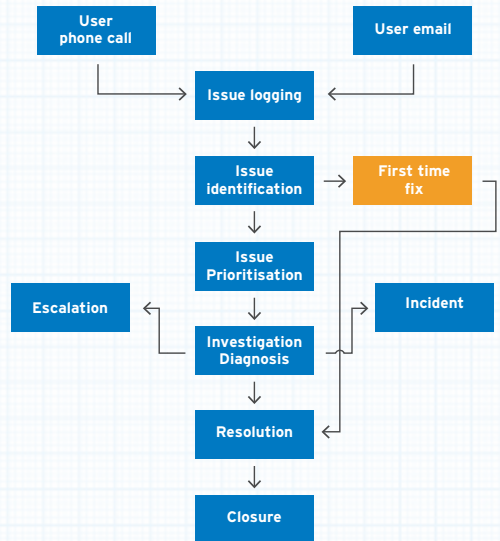
The vast majority of calls are resolved first time without the user being held in a queue or being passed from agent to agent. If it can't be fixed first time, the user is given an estimated timeframe for resolution, and regular updates. Regular reports include:

## Issue Log

Shows all queries for the period, with unique call/email ID, agent's name, description, root cause resolution, date and time for resolution.

## Monthly Summary

The ESD Manager provides summary reports showing total queries raised, time spent and average time for resolution, together with common issues and recommended preventative actions.



## what to do next

So if you need help supporting your users and administrators, please call us on

**(44) 1273 728686**

and ask for the ESD Account Manager

or email us at [epicservicedesk@epic.co.uk](mailto:epicservicedesk@epic.co.uk)

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