

Service Offerings

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- Single Point of Contact Service Desk Support
- Deskside Support
- Customized Training Programs
- Call Center Services
- Self-Help Portals
- Installations/ Moves/ Adds/ Changes (IMAC)
- Asset Management
- Complete Mobile Device Management (MDM)
- Special Services for Schools
- Performance Dashboards
- Additional Services

Single Point-of-Contact Service Desk Support

TelaForce's world-class service desk is all about the user experience. Calls are answered by highly trained staff with an emphasis on courteously resolving all questions and issues on first contact without the need for transfers, call-backs or dispatching of field technicians. The exceptionally high level of first-call resolution maximizes the productivity of your workforce, reduces costs, and produces a high level of customer satisfaction. The service desk supports traditional PCs, tablets, and smart phones.

The services are based on agreed upon service level metrics delivered at a fixed price. Rapid adjustments in staffing to handle increases or decreases in your organizations needs are easily provided.

Deskside Support

TelaForce field technicians can be dispatched to the user's locations for warranty services or other break/fix issues that cannot be resolved by the service desk.

Training of Service Desk Analysts and Field Technicians

We develop custom training for each specific program we serve. This training provides our courteous, knowledgeable team members with precise knowledge of the environment, equipment, policies and practices needed to deliver quality, effective, and efficient support to your operations in the manner required.

Call Center Services

In-bound call center services are available. Florida based agents can answers callers directly or respond to emails and chats. Bilingual capabilities are available.

Self-Help Portals

TelaForce's attractive and easy to navigate Self-Service Portals provide immediate answers to users questions while reducing overall support costs. They can serve as a complementary tool for either Service Desk or Call Center operations. Self-Help portals can also be developed to augment customer in-house operations.





Installations/Moves/Adds/Changes (IMAC)

Services can include installation of new equipment, relocation of currently installed systems, and system hardware and software modifications.

Asset Management

The TelaForce Asset Management solution features state-of-the-art RFID technology that reduces time for inventory sweeps and enhances accuracy and timeliness of data. Designed originally for IT equipment, it works equally well with many of types of assets.

Complete Mobile Device Management (MDM)

TelaForce can provide a complete suite of MDM services including device activation and enrollment, security policies and compliance, over-the-air provisioning, application management, content management, asset-tracking, telecom services, and full remote support.

Transition And Customization Steps

The transition phase is key to a successful partnership. TelaForce engages with the customer in the sequence of steps provide below to ensure a smooth, effective transition.

- Establishment of custom service-level objectives
- Knowledge transfer and creation of a customer-specific knowledge database
- Initial physical inventory of equipment (if asset management is being provided)
- Design of custom dashboards for metrics and other reporting information
- Development and delivery of customer-specific training modules for TelaForce support team members assigned to a customer

Additional Services Available

- After-hours or 24x7 Service Desk Support
- Network and Server management and monitoring Services
- Infrastructure security services
- Web Administration Services



Special Services to Schools

TelaForce can provide support for student computing initiatives through which technology devices are provided to students for their personal use.



Performance Dashboards

TelaForce provides Internet-accessible business intelligence dashboards that enable customers to view their performance data and trending metrics at any time.

Contact TelaForce today to discuss your IT service needs and requirements:

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