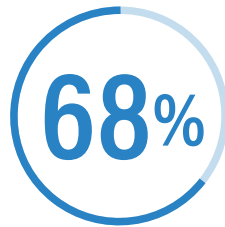# SERVICE DESK MANAGEMENT

Delivering an outstanding experience — every time.

USER FRIENDLY

Self-service portal for submitting requests, checking ticket status, & resetting passwords

24x7 SUPPORT

Around-the-clock assistance to keep your business running

DEDICATED SERVICE

With a custom contact method for your team to reach us, we're an extension of your organization

68% of the average IT service desk budget is spent on staffing alone

Our customer satisfaction scores average **95%**

90% of today's IT support is delivered remotely

Grounded in great service. Designed to meet your needs.

Ascend TECHNOLOGIES

A distinctive IT service desk approach that puts the emphasis on service.

AVAILABLE ANYWHERE
Remote service for troubleshooting issues involving common operating systems, Microsoft Office, e-mail, mobile devices, and other software

MEET INDUSTRY STANDARDS
Ascend service desks leverage leading IT management tools and follow the ITIL service management framework for incident resolution and request fulfillment.

COMPREHENSIVE REPORTING
Reporting on service desk trends to facilitate analysis, resolve ongoing issues, and drive prevention.

EXPERTS ON YOUR SIDE
Our team not only has the technology skills to solve nearly any problem, but also the empathy and passion to resolve business issues, driving your organization's success.

BEYOND RESOLUTION
Proactive management for endpoint and mobile devices focuses on prevention of common issues, not just resolution.

Contact us today. *Ascend can help.*

teamascend.com