

TREND

Business knowledge



WE MAKE IT EASY

Beyond technical support around the workstation and infrastructures, users expect a real added-value:

Beyond technical support, users expect, from the first contact, a real added-value:

- Knowledge of users' line of Business, of its constraints, stakes and impacts in case of disruption.
- Knowledge of the management processes and rules tied to the users' Business.
- Knowledge of the applications, software and specific developments tied to the line of Business
- Information centralization in a broad sense, therefore exploitation of the intangible assets of the company.

HELPLINE thus makes Help Desk Service evolve towards a Business Desk which from the first point of contact, takes in charge the resolution of incidents and the demands of functional assistance to manage the main intangible asset of the company: Knowledge.

- Where can I get the right information (IT et business)?
- How can I get access to such a resource (IT or not)?
- How to (according to my business, my department)?
- Who can help me in my business to ...?