

PCHelps

- Established in 1992
- Service designed to augment internal help desk
- End User Level support
- 'How-to' Functional Support
- Desktop products

Core competencies

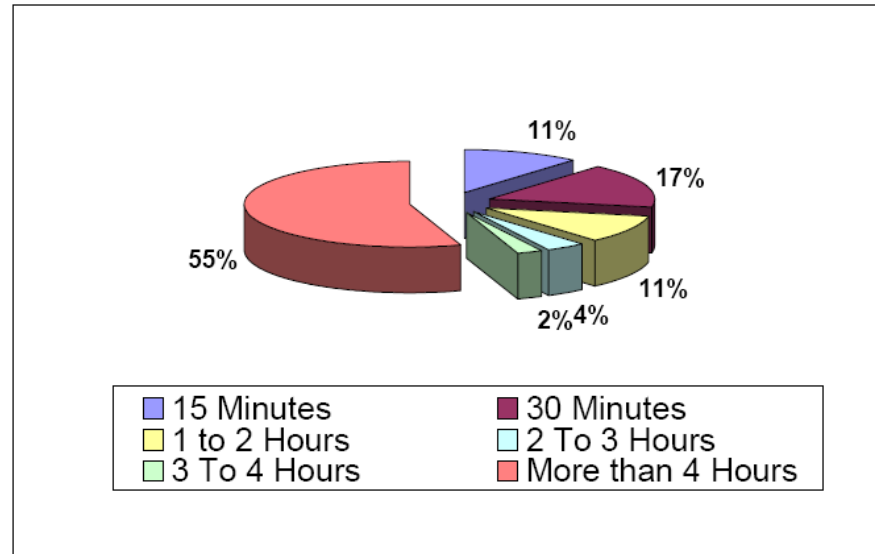
- MS Office Suite products
- SharePoint
- Adobe
- Crystal Report
- +160 desktop applications
- Mobile Devices
 - iPhone; BlackBerry; Drone

Metrics

- 91% first contact resolution rate
- 95% first call resolution within 24 hours
- 4% misdirected call rate
- 99% calls resolved in 24 hours or less
- Average call 8 minutes
- 9.5 (out of 10) customer satisfaction rating
- 24 x 7 support

PCHELP's ROI Illustrated & Downtime Analysis — “It’s about time”

Resolution Time Without the Services of PC Helps Support, LLC



The conclusion is that employees will spend, on average, nearly three hours working to solve an issue with a standard software application on their own or with an in-house help desk. This equates to approximately \$48 to \$196 per issue, depending on the caller’s expertise level.

The companies in the survey reduced the downtime of their knowledge workers by providing them access to the expert consultants at PC Helps, thus gaining productivity improvements and real cost savings.