



WANT BETTER IT SERVICE MANAGEMENT?

Let Brains II help your Help Desk.

Reduce costs and improve your company's IT Service Management with the new Help Desk support offering from Brains II. Outsourcing your IT Service Desk functions with Brains II will enable you to focus on your core competencies.

Brains II has been providing multi-vendor IT service and support to thousands of mission-critical installations for thirty years.

Our expertise in service and support for hardware and operating systems can effectively manage your entire IT infrastructure.

Brains II has many flexible service plans to meet all your budget and IT needs. We provide escalation procedures that can be customized to meet your requirements, upgrade and removal services, data center relocation and much, much more! For equipment not under a service contract, Brains II performs time and materials services, and provides depot service for easy-to-transport items.

**We put the
"Help"
back into
Help Desk !**

Toll Free 800.BRAINS2 (272-4672) ext. 4
Email info@brainsii.com
Website www.brainsii.com
Head Office Brains II, Inc.
165 Konrad Crescent
Markham, ON L3R 9T9

Brains II Help Desk Services

Our Help Desk Services can restore your company's normal service operations quickly while minimizing business risk. Along with our trusted Partner, our offering includes:

- Fully managed off-site Help Desk
- ITIL-based Help Desk tool
(Information Technology Infrastructure Library)
- ITIL-compliant process
- Consistent, standardized support and delivery
- Flexibility to accommodate changing business conditions
- Guaranteed and measurable service levels with predictable costs

Why outsource your Help Desk through Brains II?

- Single point of contact
- Reduce and control operating costs, staffing and skills development needs
- Achieve higher levels of service
- Attain higher end-user satisfaction levels