

TELECOM HELP DESK

**Your Virtual Team of Telecom
Experts at a Fraction of the Cost of
Managing it Yourself.**



NATIONAL TELECOM DESK is MasterTel USA's Premier Help Desk Service which provides our customers with an efficient, cost effective way to receive immediate quality support!

BENEFITS:

- USE YOUR RESOURCES MORE EFFICIENTLY – Allows your IT team to focus on higher level tasks & initiatives and less on back-end maintenance and support.
- MITIGATES HIGH RISK AND OVERSIGHTS – Avoids costly billing errors and contract auto renewals.
- INSTITUTES INSTANT PROCESS IMPROVEMENTS – Takes full ownership of the issue (s), communicates clear and reliable expectations and then follows through as expected.
- INCREASES ROI - Leverages our extensive industry experience and deep carrier relationships to accomplish tasks faster and at less cost to you than ever before!

INCLUDED SERVICES:

- A complete "Blue Print" is created by contrasting invoices, customer service records and site survey (if necessary).
- MONTHLY BILL AUDITING
- Each month ALL telecom/data invoices are audited, errors are identified, corrected, and any credits/monies are secured.
- MOVE/ADD/CHANGE/DISCONNECT (MACD MGMT)
- One call...regardless of the carrier. We do it all! We take responsibility to facilitate ALL MAC orders (organization wide).
- WIRELESS OPTIMIZATION

- Wireless usage is dynamic and requires an experienced, informed and watchful eye to make sure the client's business has the most appropriate plan, minutes and features. We monitor it all and shed light on any potential abuses.
- SOLICIATION CALLS
- As a trusted advisor, we welcome speaking with well-intentioned carrier sales people that pursue companies daily. This service saves our clients valuable time, provides expertise and reassurance that their best interests are being served.
- REPAIR RESOLUTION
- We take responsibility for diagnosing the issue, opening a ticket and working through the issue until resolved successfully. We provide timely, consistent communication and set appropriate expectations. We coordinate with all parties (including hardware vendors)...No more blame game!
- CIRCUIT PROVISIONING
- We will take the responsibility for the transition from the current carrier to the new carrier (s). We have a team of in-house provisioners that focus solely on this task. We will monitor the steps until completion.
- We apply pressure as needed to stay on schedule. When appropriate, we facilitate conference calls with the client, the carriers, and vendors to manage the turn up of all circuits/services. Once installed, we thoroughly audit the first invoice to ensure the initial invoice is correct.
- CONTRACT NEGOTIATION
- Each time a new service is required or an existing service needs to be renewed, our experienced team will negotiate on the client's behalf. We have saved our clients millions of dollars collectively. We have access to carrier pricing portals and we have deep embedded C-Level contacts that cater to our clients.
- CONTRACT MONITORING
- No longer will a contract auto-renew or last minute hasty decisions have to be made. We advise our clients at the proper interval about contract termination dates so they have the time to make a well thought-out decision regarding technology and carrier.
- PRODUCT CONSULTING
- Our team will consult with the client on Carrier and Hardware Product Solutions to accomplish their goals in the most efficient manner possible.
- TECHNICAL CONSULTING / PROJECT MANAGEMENT
- We have IT and technical resources on staff that we will use to work with the various carriers and technology vendors to solve technical challenges the client may experience. We also have an extensive VAR network that we can utilize when necessary.