



# Give your **Help Desk** the help it deserves: **bottom-line results, increased productivity** and **greater speed** to resolution.

New technologies are emerging daily. The question is, are you keeping up?

Help Desk, Technical Services, Deployment Services, Incident Management ... however your organization refers to it, Bailiwick is here to help. **Our customized, flexible technical services program keeps your IT running smoothly, allowing your store teams to spend more time supporting customers.**

Let Bailiwick's support team focus on your IT needs.

- Monitoring your systems
- Responding to technical triage alarms and incidents
- Providing onsite equipment and technician solutions through our Total Site Care<sup>SM</sup> programs – **so you can concentrate on growing your business.**



Visit [bailiwick.com/help-desk](http://bailiwick.com/help-desk) to learn more

## TECHNICAL SERVICES PROGRAM SOLUTIONS

Customizable and extremely flexible – you choose which services best support your business.

### Technical Support

At every site location, you get consistent equipment installation, including back-end turn-ups and testing in your environment. **We ensure this with end-to-end management of the installation process, such as asset procurement, asset management, 24x7x365 technical services, secure integration with your systems.**

Service Desk	Monitoring	Maintenance
<p>We field incoming requests in a timely and professional manner as an extension of your team.</p> 	<p>We proactively manage your equipment; when and if something happens, we'll be the first to know and take quick action to resolve it.</p> 	<p>With your Bailiwick team maintaining your device performance, reaction times are better than industry average. We know your brand, your business and your customers.</p> 

Experience the benefits for **yourself, your staff** and **your business.**

Trusting Bailiwick to actively manage, monitor and care for your complex IT needs will improve many aspects of your business.

## ASSURANCE OF BUSINESS PERFORMANCE

Gain valuable visibility, data and individualized insights that will empower you to make informed business decisions. We provide both proactive and remote fault monitoring services, giving you additional confidence in the performance of your systems.

- A customized portal with a real-time overview of operations
- In-progress update of services
- Reporting trends and analysis
- Lifecycle management including inventory, support, planning and reporting



## REDUCED WORKLOAD ON STAFF

Focus your talented resources elsewhere, knowing Bailiwick has your ongoing site services covered in a way that will integrate nicely with your own IT operating model.



- Tier 1, 2 levels of support let your people handle the more strategic IT initiatives, which improves employee engagement
- Budget management leads to cost savings
- Insightful analysis leads to more strategic business decisions
- Responsive reps answer your calls and provide timely solutions

## CONTINUITY ACROSS LOCATIONS

Keep all systems at your locations operating and performing in sync with Bailiwick's expansive breadth of current IT knowledge and rare ability to holistically service and support all connected technologies and equipment regardless of brand or installer.

- Our centralized support team monitors equipment, which provides consistency
- Self-service knowledge base, support and performance metrics
- Available ticket-to-ticket integration so every location has the same experience and knows what to expect



Contact us to learn more about how we are supporting our clients' technical services needs.

**TOTAL SITE CARE<sup>SM</sup>**

by Bailiwick

If you're looking for bottom-line results, increased productivity and greater speed to resolution, Bailiwick is here to help.



## Real customers. Real results.

The next best thing to experiencing the program for yourself is seeing results from some of our client's programs.

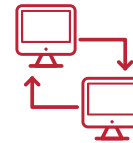
Here's how some of the **country's largest retailers** are using our help desk services **during remodeling efforts, distribution center openings and new store openings**. Minimal downtime of multiple technologies means **strong, consistent sales** throughout a normally disruptive period.

## 1 CUSTOMER SPECIFIC

**Deployment Support**  
We support customer through **entire IT deployment activities**



**8,500 devices** supported per **450 remodels**



**Always right-sized**  
Dedicated and flexible team of **10-20 agents** supporting all IT requirements.

**5,000 inbound calls**



## 2 CLIENT CUSTOMIZED

A national leading home improvement store depends on Bailiwick to lead their loss prevention camera solution.

- Bailiwick supports new device deployments for remodel & refreshes, device upgrades and analog to IP conversion projects.

- The Bailiwick help desk team provides **aim and focus, test and turn up of devices.**

**29,000 Devices / 5 Years**  
Deployment Services

- Bailiwick is the first call for break-fix and device maintenance. **We're doing remote triage, trouble shooting and repair.**

**8,500 Incidents / Year**  
Maintenance

Professionally managed technology integration with a flexible and scalable approach.

**What's your challenge?**  
800-935-8840 | [bailiwick.com](http://bailiwick.com)