

GINGERhd

Help Desk Assistance

Expert assistance for mobility resolution

Free up your internal resources to focus on core enterprise activities and boost productivity by outsourcing your mobility management issues to our expert Help Desk service.



GINGERhd offers your employees specialized assistance with their mobile devices, covering all aspects of best practices in mobility management.

SERVICE INCLUDES

- Management of carrier portal
- Incoming calls and email requests
- Activations, suspensions, deactivations
- Renewals
- Level 1 help desk support (troubleshoot)
- Integration of Service Now
- Integration with your LDAP file
- Mobile Repair service
- Management of loaner program
- Repair service with web-portal and access to 200+ locations across Canada

KEY FEATURES

- Bilingual
- Available 24/7
- Response under 30 minutes
- Dedicated Expert agents
- Integrates with your ITSM (Ticketing system)
- Includes Repair Web-portal

