



# First Contact and Technical Helpdesk Services

Maximise Service, Lower Costs



Helpline Number  
0044 (0) 208 817 1036

## Experienced First Contact and Technical Help Desk

MS Research Limited combines technical expertise with experience of supporting and understanding a number of business domains. Our First level Helpdesk Service provide seamless Call Registration, Call Prioritisation, and if appropriate First Time Resolution or Escalation. Our services aim to resolve problems for your users and customers, helping gain customer confidence in your business.



## Technical abilities

MSR's knowledgeable support staff can provide technical help in a number of domains including Windows, Apple and Linux platforms and their derivatives, common network and TCP/IP protocols, Internet and Web Browsers, Wi-Fi, LAN and WAN connectivity and protocols. MS Office and many standard proprietary software packages. MSR's staff are also trained in providing Remote Desktop Support. We can also supply full 2nd and 3rd line support.



## A solution for all communication barriers

MSR designed its FLHD services to combat the most common barrier of a global business - language. We offer 24/7 contact in English, Japanese, Chinese (Mandarin), French, German, Spanish, Italian and Portuguese and are adding. By giving your customers an option to communicate in their chosen language, we help you build a united structure which allows natural centralisation and unified standards.



## Lowering Call Costs and unique single country numbers

Many of our existing clients have utilised our single country number system which provides a unique local number to be used for each country supported this results in a lower costs for your company but still with benefits of process centralisation.

## Existing workforce, aligned services

With a proven technical support infrastructure MSR can quickly gear up, complete knowledge transfers, test, and communicate to the user base any changes but more importantly allows your current staff to realise the opportunities new practices can bring to them all the time improving your customer experience by extending proactive help 24 hours a day, all through the year.





## Full reporting and analysis

Along with servicing your customers, MSR FLHD also generates reports that enable you to understand accurate statistical and time based information showing where and when improvements should be implemented, service downtimes minimised and allowing your current staff to be accurately proactive and being able to provide a positive user interaction



## Call logging facilities

MSR staff are trained in the use of a number of propriety ticketing systems and can either utilise these on a standalone basis or more usually via secure VPN facilities to your current system. We use our own CRM system to log and report all voice based customer interactions providing whatever information you want delivered. Voice recording and monitoring is available and will be compliant with the user countries guidelines

## With great services comes greater security

MSR help desk services comply with industry based security and privacy standards. Our systems are developed to maintain security and privacy on all client data as per specified Service Level Agreements (SLA). Our infrastructure and network has been developed and tested to provide resilience and backup utilising global network security features and standards.



## The force behind;

MSR's experience with global institutions and companies help MSR provide a planned migration from existing practices to a new service; allowing scalability to mirror your companies needs including mergers and acquisitions or consolidation. Behind the MSR Support offering are MSR's proven management experience, technical insight, infrastructure knowledge and mapping.

We can also provide any of the above services for project specific or short term needs including helpdesk /support overload.



# 24/7

If you would like further information regarding this service or to discuss any specific requirement please email: [info@msrlimited.com](mailto:info@msrlimited.com) or call 02088171036



**MSR**

[www.msrlimited.com](http://www.msrlimited.com)



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Our challenge was to provide an easy way to maximise the use of our current support teams, expand our geographic footprint, and roll out a global first contact and technical helpdesk to users based in 150 countries, operating 24x7 and in user's native language. MS Research provided an excellent value proposition that provided us this as well as lowering our user's call costs by single point local contact points. We are delighted with the stability of the service achieved since the program started in 2008 and have found the communication and support offered by the MS Research team invaluable in resolving any issues promptly and helping to maintain and improve our service levels offered to users.”

**Head of Group IT Services**

**BSI**

**British Standards Institute**

Any specific requirement please email:

[info@msrlimited.com](mailto:info@msrlimited.com) or call **02088171036**