

Application Support Desk

#OneLessWorry

-  Are you getting the right **investigative and diagnostics** skills when calling for support?
-  Do your team and/or customers receive active listening and **strong communication** from support?
-  Are you frustrated with your current or offshore partner?
-  Are your customers getting frustrated with the lack of empathy provided by their IT provider?
-  Do you know what Application Support is in a word?
It is Service.



In terms of how this service is to be delivered; naturally IT ability is a clear requirement. At a high level, a general understanding is granted that it is Applications which deployed within IT systems, provide the technical face of the service the business requires. Innovation Networks team supports IT services delivered to users within an organization. This enables the required business processes needed for the business' success. By default, it means we empower people to execute their responsibilities within their relevant business processes, and have **#OneLessWorry.**

Innovation Networks provides support for application enhancements, maintenance for applications and operational support services for application environments. Enhancements are typically new features and functionalities whereas maintenance usually deals with application defects and issues. Operational support services are typically tasks such as: ongoing user support, end-of-day schedules and nightly batch schedules.

We have years of application support experience within many business backgrounds, such as IT service desk support (multiple verticals), international insurance claims support for end users, financial close of business processes and too many more to list. With confidence, we state that we have been in your shoes, and can navigate the daily challenges you encounter by helping to provide ease and expertise as you may require.

What Does This Mean for You?

- 🔌 One person or multiple to be trained in support of your application(s).
- 🔌 L1, L2 application team comprised of experts with experience in multiple disciplines.
- 🔌 Work with you to identify the best approach to finding a solution for your business.
- 🔌 Because we want to provide the most **cost-effective solution**, our support can be used as a shared or dedicated service.
- 🔌 Continual client service improvement process, we keep striving for excellence.
- 🔌 **State-of-the-art** call and reporting options.
- 🔌 We work with you and on your behalf **24x7x365** to resolve issues.
- 🔌 All onshore employee's and **100% Canadian-owned**.



Ready to Get Started?

Don't hesitate to give us a call to start a conversation – we will not drown you in "multiple sales calls," and we respect that these are neither fast nor easy decisions to make for your organization.

We strive to create real partnerships with all those we work with, and look forward to being part of your team.



The Right Tools for the Right Solution. Every Time.

www.innovationnetworks.com