

IKON Professional Services



The IKON Professional Services Client Support Desk provides fast, reliable support for all the software components of your IKON solution.

ABOUT IKON

IKON Office Solutions, Inc., a Ricoh company, integrates document management technology, software and services to deliver tailored, high-value solutions, implemented and supported by our team of services professionals.

IKON leverages the manufacturing and engineering expertise of Ricoh, a global technology innovator, with the experience and reach of our locally based sales and services teams.

IKON provides end-to-end solutions and one of the industry's broadest portfolios of document management services, including on-site and off-site managed services, technical service and support, and customized workflow design and implementation.

1-888-ASK IKON
www.ikon.com

ONE CLIENT SUPPORT DESK / For Your IKON Software Solution

IKON document management solutions combines software from leading providers to provide a specialized solution to your specific business challenges. To ensure a complete solution, IKON provides support from the needs analysis and solution design to implementation and ongoing support.

The IKON Professional Services Client Support Desk provides fast, reliable support for all the software components of your IKON solution. When an incident arises, hours spent diagnosing the incident and contacting multiple vendors place a strain on your resources.

No matter how many different software products comprise your IKON solution, your entire solution is supported by the Client Support Desk.

Highlights

- Certified support staff backed by the IKON Solutions Engineering and Development teams
- Incident management based upon ITSM (Information Technology Service Management) best practices
- Centralized support on all the software components of your solution
- The company that builds your solution supports your solution

Contact the IKON Professional Services Client Support Desk at 1-800-706-4566 or visit www.ikon.com.

IKON

**Document Efficiency
At Work.®**

A RICOH COMPANY

IKON Professional Services



1-800-706-4566

www.IKON.com

As the systems integrator of your solution, we have the know-how to help diagnose issues and to work with you to resolve them. With the IKON Professional Services Client Support Desk you have one point of contact to initiate problem resolution and manage your incident.

Depth of Support

The IKON Professional Services Client Support Desk is staffed by certified software specialists who provide expert assistance on application issues which may affect you. We will work with you to resolve issues using all reasonable means up to and including involving the software developer. On-site service calls by an IKON Systems Analyst can also be arranged if necessary, for a fee, based on normal IKON Professional Services time and materials rates.

The IKON Phone Support Advantage

The IKON Professional Services Client Support Desk provides toll-free technical phone support in an effort to resolve your incident.

The tools we have available to us include:

- Our database of past calls and resolutions
- Integrated Solutions Software Support
- Software Product Suite running in our labs
- WebEx connection to your computers
- Level 2 support backed by the IKON Solutions Engineering and Development teams
- Escalation up to and including the software developer
- Incident Management Process based upon ITSM Best Practices
- Automated email notification and escalation based upon a predefined Support Level Agreement
- Manufacturer online resources
- Our own training and experience allows you to have a single point of contact for your application software incidents

We know that as your business processes evolve, your systems have to keep up. At IKON we are with you every step of the way. Contact your IKON representative for more details on IKON Professional Services Client Support Desk options.

