

## We manage your Desktop effectively

Desktop services from **GVT Systems** are a key component of innovative IT and telecom solutions.



Even cutting-edge e-Business solutions are inconceivable without fully functional, state-of-the-art PCs and workstations.

For obtaining effective management of office IT solutions at **AGFA**, we are providing modular services covering every stage from the implementation to the operation of innovative IT solutions. We are a one-stop supplier of all the infrastructure and services you could possibly need.

Are you experiencing a problem with your desktop system? All you need to do is contact our user **GVT Systems HELP DESK**. Highly skilled, experienced personnel will be on hand to solve your problems and answer your queries in multiple languages.

**GVT Systems DESKTOP SERVICES** enable you to work more productively, and improve your job satisfaction. We offer you complete transparency about our charges and services, and thus reduce your costs.

## We understand your needs: analysis

We know that there are problems and we are highly committed to identify them. For this purpose our engineers will come to your company and locate together with your IT staff all the issues that have to be solved in the first place.



Having done that we will carefully analyze what we found out before, using the gained information as a knowledge basis for our support to **AGFA**, and with that we will develop a customized solution. – One that is tailored especially to your needs.



## We solve your problems: Two steps

A help desk exclusively for **AGFA** employees will be implemented. At that stage we will provide a toll-free **GVT Systems** number that you can call when you have a problem with your workplace PC or printer.

Our friendly and well-trained call center agents will be glad to assist you in *English, Mandarin or Cantonese*. We want to make it as easy as possible for you to express your needs and problems.



Photo of our helpdesk

The agents will help you immediately with the latest **GVT Systems REMOTE DESKTOP SUPPORT TECHNOLOGY**. This means, they are accessing your PC from their place and try to fix the problem while talking to you. If they cannot solve the issue at the spot, they will always issue a ticket number that makes your problem unique. We will then work on it and solve it as soon as possible.

We at **GVT Systems** are highly committed to find the answers to your problems as fast as possible and will keep you up to date about when exactly you can expect the solutions.