



Technical Support

Provisioning

Billing

Seamless Integration

Expert care for your end-users

Building and managing your own technical call center is labor-intensive and expensive. Using your highly skilled developers and software engineers to support basic end user inquiries is both expensive and distracting.

Peacey Systems 24/7/365 tier 1 technical support customer call center provides all the help your customers want and need. We handle all initial customer inquiries, support the day-to-day issues and resolve most user-problems at the first point of contact. Only complex problems are escalated to your internal experts.

- Do you want to support your customers 24/7/365?
- Are support costs hurting your bottom line?
- Do you want real-time visibility into the support being provided to your customers?
- Is managing your own call center distracting you from your real business?
- Are your customers unhappy with the support they are receiving?

If you answered yes, then Peacey Systems is ready to help you. Peacey Systems knows that your success is enhanced by the quality of your customer service. We work with you to create consistent, positive customer experiences by combining your brand values with Peacey Systems expertise and technology. Whether you need a completely outsourced solution or help with a particular segment of end-user support, Peacey Systems can help. Our professional team handles more than half a million support calls annually from clients across North America.



Peacey Systems
Technical Support

Reliable

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simplifying **IT**

ISP
Telco
Healthcare
Education



Technology at work for you

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

Peacey Systems is a wholesale provider of back office Internet services to the ISP, Telecom, Healthcare and hospitality industries. Utilizing the company's proprietary web-based technology platforms, Peacey Systems provides branded solutions ranging from core services.

- Network Support
- Product support
- Application Support
- Subscriber Administration
- Billing support—card payment and or invoicing
- Help Desk to Internet providers.



Customer Support 24x7

Peacey Systems manages over half a million inbound calls per year operating with 100% uptime to date with cloud based ticketing and message delivery system.

IT SUPPORT SOLUTIONS

Partnering with Peacey Systems allows our clients to realize the following benefits:

- Reduced capital expenditures
- Reduced operating costs
- Reduced IT staffing requirements
- Enhanced business processes
- Superior customer service

flexible solutions for your business needs

IT HELPDESK SOLUTIONS

Your success is measured by the quality of your customer interactions. Peacey Systems works with you to create consistent and positive customer experiences by implementing a support system that combines your brand values with our expertise and technology.

Using our Help Desk, you and your end users have access to help 24/7 by phone, email, online chat, and remote diagnostic support. Staffed with the highest-quality technical support analysts, our Help Desk ensures that every interaction builds you and your customers' confidence and loyalty. Our Help Desk technology integrates a relational database, trouble ticketing system, knowledge base, real-time Web reporting, and extensive Self Help features. It also provides end users with real-time access to their personal trouble ticket history.

PEACEY SYSTEMS PROVIDES A TOTAL END TO END SUPPORT SOLUTION.

APPLICATION MANAGEMENT

Our technicians have the ability to view desktops via a remote control tool that was developed in house.



In under 60 seconds our technicians can see what the users sees on their screen, and share the control of the mouse to fix problems while the user watches. This control is invaluable to speedy resolution, including:

- Network Connectivity—wired and wireless
- All Microsoft and MAC operating systems
- Non proprietary application support
- Windows, Apple and Novell networks
- User Administration – Login resets, account
- Creations and permissions, folder access
- External VPN connectivity troubleshooting
- Exchange and POP/IMAP email, webmail and spam filtering



DESKTOP SUPPORT

Peacey Systems Supports all major desktop software and can remotely access support corporate networks and your staffs mobile devices to assist with any troubleshooting 24x7.



CLOUD TICKET

Peacey Systems cloud base portal provides 24x7 access to all your support tickets and Excel exportable history. Additionally, our support system records end user calls to provide a complete audit trail and accountability to your supply chain.

