ISC
INTEGRAL SYSTEMS CORP

End-User Support

User IDs & Access, and MFA Training

A support desk can mean many things, depending on your organization. At ISC, we believe in the core principle of helping people and serving as a place where they go for assistance.

Technical support is responsible for overseeing and safeguarding your information systems, setting up and configuring hardware and software, and resolving technical issues as they arise.

ISC End-User Support works together with your organization's users, beginning with a single point of contact, to maximize effectiveness of the technology. This process is initiated by the user, who can either make a phone call, send a text message, or access a client portal to open a ticket and track the status.

End-User Support may include:

Administer User IDs and Coordinate User Access

Create an employee email account with Multifactor Authentication on a personal device or workstation, as required by the organization. This can vary depending on the organization's requirements for employee access and where that access is located (such as on a shared server, stand-alone remote, cloud hard drive, or shared files). This may also feature virus and malware protection.

User Training in Multifactor Authentication Implementation

Multifactor Authentication (MFA) is a security mechanism that requires users to provide two forms of identification to access a system or account. Login access via text message requires specialized software tailored to an organization's needs.

Multifactor Authentication training will cover the basics, provide instructions for setup, offer expert advice on best practices, assistance with common issues, and a selection of delivery options, such as in-person or virtual meetings as well as post-training support.

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End-User Support

Configurations and Application Installation

Configure Printers, Applications, and Email Profiles

For printers, applications, and email accounts to function properly, software must be installed that is compatible with the operating system being used, such as Apple macOS, Microsoft Windows, Google Android OS, Linux Operating System, or Apple iOS.

Application Installation

Purchase and setup a new workstation or personal device, together with the installed required software, and upgrade any current programs as needed.

Service requests are routed to one point of contact, information provided will be analyzed, documented, and logged, and the correct action determined and implemented.

To open a ticket a client has the option to use the client portal, send an email, or phone our support team. Typical requests include new email set-up, account lock out, monitor failure on a laptop or workstation, setup OneDrive access. If more resources are necessary to address a request, it can be forwarded to a level 2 support team member.

End-User Support

Ticket Requests, Support Documentation, Security Recommendations

Ticket Requests

Depending on the urgency of the ticket request, we will issue a status in our system. We will assign each task a completion date and arrange them by priority to reduce any impact to business and track the ticket to ensure follow up. We will continue to monitor the status of a service request and escalate if needed.

Support Documentation

Each ticket request requires thorough documentation with past and current information, which will give the support team up-to-date, precise, and consistent data, to provide users with quick help. Collected information can include usernames, passwords, server access, phone system types, network operations, and firewall connection sites.

Identify and Recommend Changes

To improve security for the client's organization, recommendations may include a secure firewall, installing virus prevention software, and use of Multifactor Authentication, for example.