

Service Desk



Built on Success

Over the last 15 years, the AMS name has been built and solidified on our superior Service Desk services. AMS customers rely on the 24x7x365 global service because they know we will relentlessly pursue the right solution to any problem they have, and it will be done with the utmost efficiency and professionalism. From the experts you talk to on the phone to the technicians we dispatch in the field, AMS employs the best at what they do.

The Service Desk manages 40,000 calls annually for over 3,000 customers in 85 countries worldwide in various industries. AMS' in-depth knowledge and expertise in call handling enables us to provide customers any degree of support required, ranging from general product/service inquiries to 1st and 2nd call resolution.

Custom Solutions to Reduce Costs and Improve Operations

AMS's powerful Service Desk is a driving force for why companies choose ARINC Managed Services. Whether it's for a single location or multiple sites, AMS can tailor support solutions to meet any operational objective.

ARINC's Service Desk can provide guaranteed response times and resolution to meet your company's operational requirements and quickly return your employees to productive, revenue generating activities.

Outsource All or Just a Portion of Your Support

AMS' customized service desk solution will enable your organization to support your end-users in a way that best meets your operational needs. AMS provides 24x7x365, off hours support, or customized hours as needed. We will work with you to find the right solution for your organization.

Demand the Best: AMS

AMS has extensive experience working in airports—one the most demanding service environments anywhere. Your organization doesn't have to settle for a less capable local vendor because of cost. ARINC Managed Services provides a portfolio of Service Desk solutions that can be customized to and fit today's budgets, whether on a time-and-materials basis, a fixed-cost model, or anything in between.



AMS Service Desk Offers:

- ▶ 24x7x365, off hours support or customized hours as needed
- ▶ An ITIL-based approach to IT service management
- ▶ Level I operational support and technical dispatching
- ▶ Level II technical and 1st call resolution support
 - Custom applications
 - Operating systems
 - Windows applications
 - Microsoft applications
 - VPN
 - E-mail
 - Connectivity
- ▶ Proactive customer notification of service outages
- ▶ Network and communication asset tracking
- ▶ Language support
- ▶ Single point of contact for business and operational requests
- ▶ General inquiries and call management
- ▶ Call and message recording
- ▶ Service Level Agreements
- ▶ Disaster recovery assistance

To find out more about how AMS' Service Desk support can help you create operational efficiencies that save your organization time and money, please call us at 866.440.7202.



Learn more at arinmanagedservices.com

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ARINC
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