



Helping our customers recognize the full potential of their IT investment

Desktop Services

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A well-designed network is worthless if the end-users are uninformed on how to effectively use it. Each end-user on your network is our customer and will receive the superior service that InquisIT is well respected for. InquisIT's Desktop Services include a Help Desk, a Desktop Imaging Process and Software Support Solutions.

Help Desk

InquisIT technicians and engineers not only solve problems in a timely manner, but are fully available for your user community to aid understanding of the system and tools. We assign resources for support according to the following progressive approach:

Level 1: Phone support from a call center is the first point of contact for the user community. Call centers can be located onsite or offsite.

Level 2: Desk-side assistance when problems can not be resolved over the phone.

Level 3: Upper level engineering support for problems that impact more than one user or involve network/server resources.

Desktop Imaging Process

A standardized desktop environment offers many benefits. Technologically, it provides a consistent platform for users and IT staff, thus simplifying IT management and resulting in increased productivity. Financially, an organization is better able to manage costs associated with software licensing and deployment. InquisIT is well versed in managing, designing and deploying standard desktop solutions. Specifically, we will:

- Develop and certify desktop software image standards, including unique business applications and user group requirements.
- Deploy the standard image(s) to each PC.
- Maintain the image(s) with technology updates and changes.
- Store the image(s) for future PC deployments and repairs.

Software Support Solutions

InquisIT offers a range of Software solutions designed specifically to support the needs of Federal, state, and local governments in a wide variety of activities. Our systems and services help institutions improve operational efficiency and better employ the Web and wireless technologies in serving their constituents. Specifically, these solutions include:

- Application development
- Business process re-engineering
- Integration of legacy systems
- Implementation and roll-out of new systems
- Software updates/upgrades