

# Global Management One Help Desk / PC Management



## HELP DESK



TOTAL SUPPORT



GLOBAL SUPPORT



FLEXIBLE MENU



VISUALIZATION



REPORTING



SETTING MANAGEMENT



REMOTE CONTROL

## PC MANAGEMENT

## HELP DESK



### TOTAL SUPPORT

We provide a total support. From inquiry acceptance to incident solution. We also manage on the escalation to upper tiers.



### GLOBAL SUPPORT

Supports available in 7 languages. We can support you with same quality of service in global scale.



### FLEXIBLE MENU

We can design the service flexible to fit your needs, by inquiry number, number of the language use, and reception time.



### VISUALIZATION

We record all communication with the customer. Visualizing by a report can correspond to the audit.

## INQUIRY EXAMPLE



### An employee has left

Operator will delete the employee's account



### I wish to keep my PC secured

We can remotely scan your PC by the installed anti-virus software.



### The account has been locked

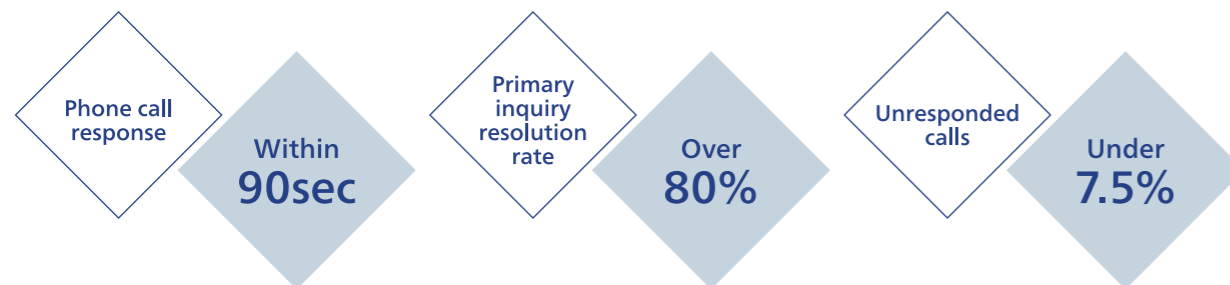
We will unlock the account first. Provide new password if necessary.



### I wish to see the company's e-mail from my cell-phone

Operator will guide you, due to the manual

## HELP DESK KPI



For more KPI information, please visit our website.

## MULTILINGUAL SUPPORT

Language	Reception time	
	Weekday 9:00-18:00	24 hours 365 days
English	●	●
Japanese	●	●
Chinese (Mandarin)	●	
Thai	●	
Vietnamese	●	
Malay (bahasa Melayu)	●	●
Korean	●	

## PC MANAGEMENT



### REPORTING

Enables to have an overview of your IT environment with a monthly report by gathering all the types and version-information of hard/software.



### SETTING MANAGEMENT

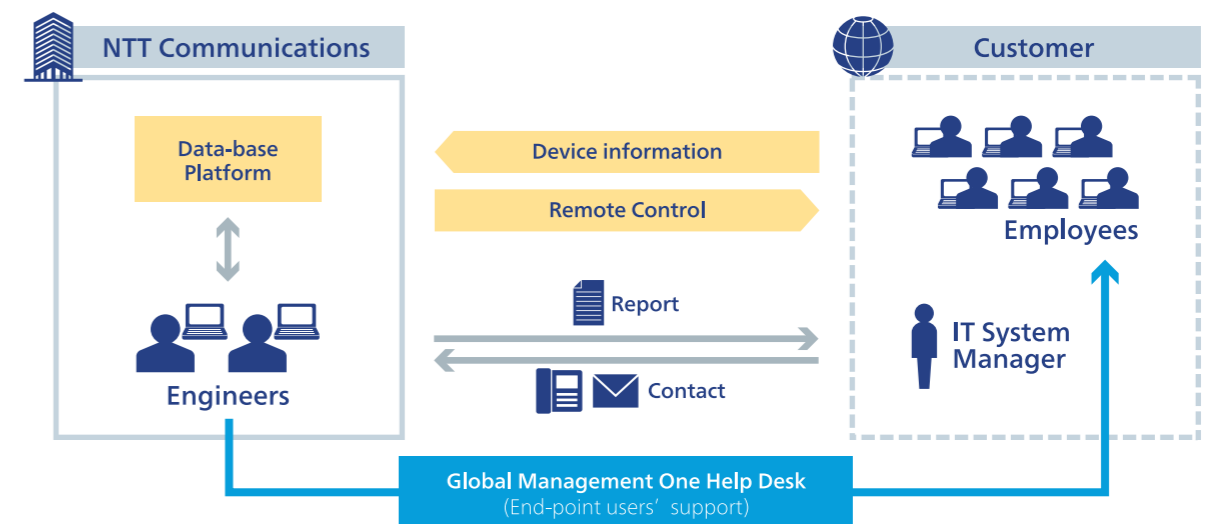
We manage the setting information of the specified range.



### REMOTE CONTROL

We can control your PC environment remotely as you prefer. Specific service menus will be listed below.

## SERVICE OVERVIEW



## EXAMPLE

- 1 Detect prohibited old-version software**

This must be updated to the new version for the risk of critical information disclosure incident.
- 2 Notify NTT Com the device/software information**
- 3 Remote operation by NTT Com**
- 4 Notify the user the software update information**

## REMOTE CONTROL

- Remote Control Service is...**  
This enables the access to customer's PC to identify the problem and its range.
- ✓ **Setting Change Service**  
Change setting that is declared from the customer. (Ex: Policy change of the setting for the working group)
  - ✓ **Software Distribution Service**  
Automatic distribution of a specific software.
  - ✓ **Patch Distribution Service**  
Automatic distribution of a specific patch. (Ex: Windows Update, security patch, anti-virus software patch)
  - ✓ **Device Control**  
We can control your device such as restriction for the use of prohibited software, use of USB, and control of the device power.

This service must be contracted together with Global Management One Help Desk Service.

※Global Management One PC Management Service is an optional service of Global Management One Help Desk Service. Purchase of the Help Desk Service is necessary for PC Management Service. Specific information of Global Management One Help Desk is on the left page.