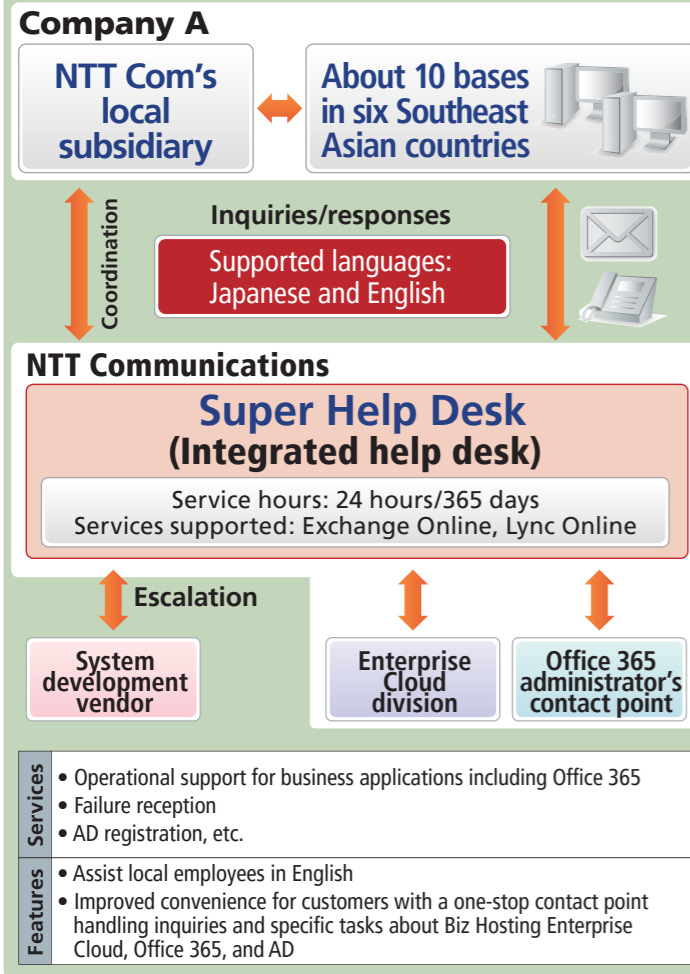
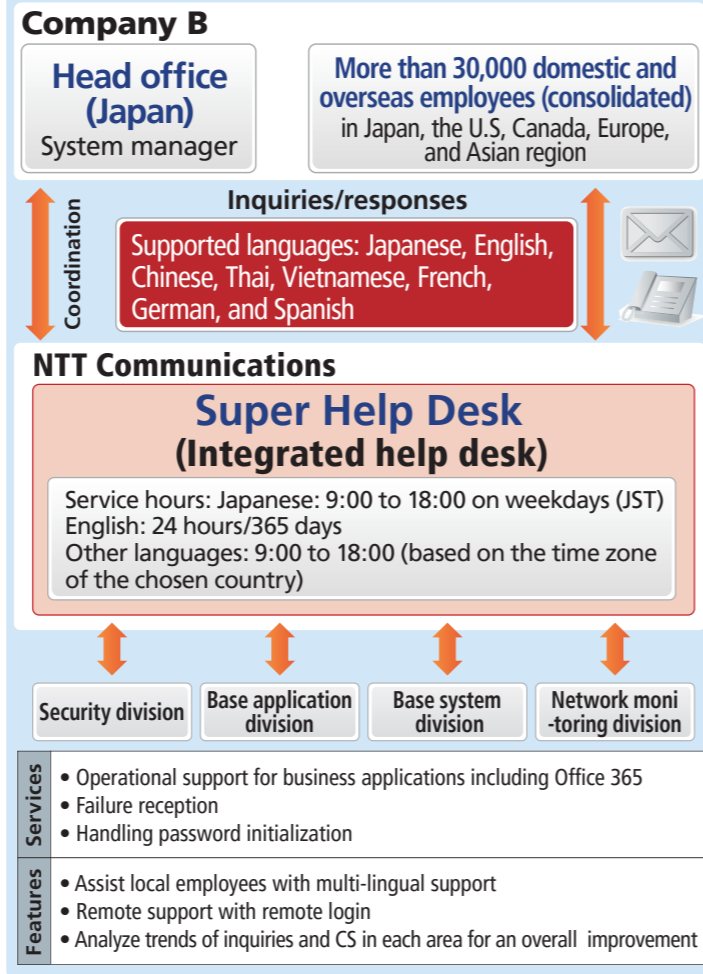


■ Conceptual image of the system

Case 1: for Company A



Case 2: for Company B



■ Specifications

Item	Specifications	
Contact channel	Phone/email	
Support hours	24 hours/365 days, during local business hours on weekdays	
Languages	Japanese, English, Chinese, Thai, Vietnamese, Indonesian, Malay, Korean, German, French, Spanish, Finnish, Italian, Russian, etc.	
Reporting	Report on number of calls and handling history Reporting available in Japanese or English.	
Major supported services	Communication infrastructure	<ul style="list-style-type: none"> Handling inquiries and troubleshooting for Arcstar UCaaS, and TV/Web conferences
	Client PC	<ul style="list-style-type: none"> Handling inquiries about operating methods for PC, smartphones, and tablets Receiving calls on problems, interviews, primary isolation, and vendor arrangement for PC, smartphones, and tablets
	Commercially available software	<ul style="list-style-type: none"> Handling inquiries and troubleshooting about operating methods for MS Windows and MS products for consumers Handling inquiries and troubleshooting about operating methods for antivirus software for consumers
	Cloud computing	<ul style="list-style-type: none"> Handling inquiries and troubleshooting about operating methods for various cloud services (Office 365, Lync, etc.)
	Custom software/systems	<ul style="list-style-type: none"> Handling inquiries about operating methods (based on manuals) Receiving calls on problems, interviews, primary isolation, and vendor arrangement (based on manuals) Password reset (based on manuals)
Networking	<ul style="list-style-type: none"> Receiving calls on problems, interviews, primary isolation, and vendor arrangement (based on manuals) 	



Global Management One supports a wide range of your ICT assets including applications, cloud, and networks with global-standard service menus and quality. As part of high-quality ICT management services, "Super Help Desk" is at your service.



NTT Communications Service Desk

COPC is the global standard for quality assurance formulated focusing on contact center operations based on the criteria and framework of the Malcolm Baldrige National Quality Award, which is the US's national business quality award.

For inquiries about Super Help Desk, visit our website:

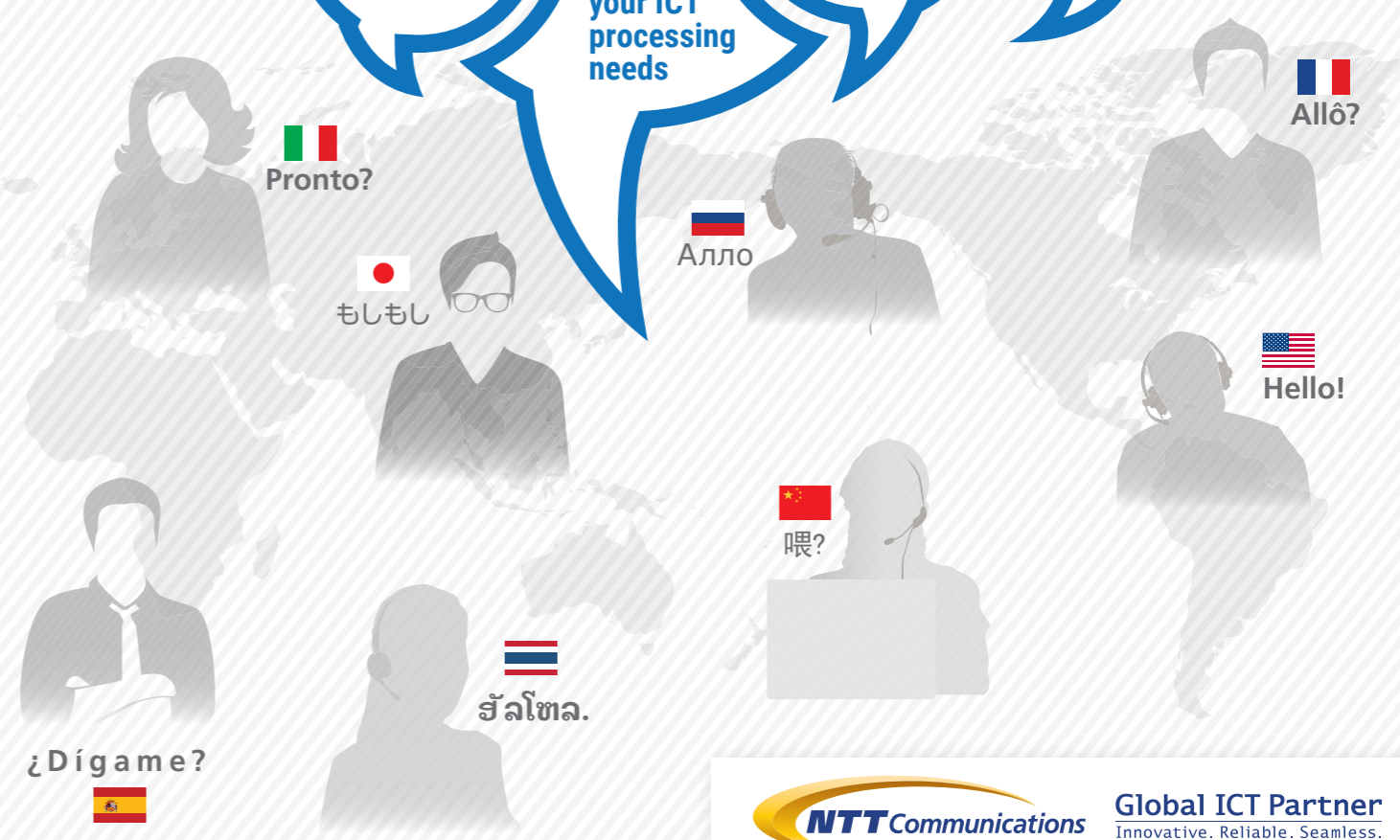
NTT Communications Corporation

Website http://www.ntt.com/super-help_e/

- The information contained here is accurate as of March 2015.
- Services listed here are subject to change without prior notice, so check the latest information upon application.
- All other referenced company names and product names are trademarks of their respective owners.

Super Help Desk

This is our globally available, outsourced help desk service, providing a one-stop contact point with multi-lingual support that handles ICT-related inquiries from system administrators, as well as end users.



Global ICT Partner
Innovative. Reliable. Seamless.

Multi-lingual support for IT-related inquiries from system administrators and users around the world

Multi-Lingual

Multi-lingual help desk Providing support in Japanese, English and other Asian and European languages.

Multi-Vendor

Third party system integrators and PC makers are supported.

Multi-Carrier

Not only NTT Com but also lines of other carriers are supported.

Multi-Skill

A single operator can handle multiple issues, increasing efficiency.

Benefits of implementation



Facing a language barrier and a lack of local IT personnel when an incident is acknowledged

Solution

IT-skilled, multi-lingual* staff always available!

IT-related inquiries are handled in multiple languages* by local staff in each country.

* Japanese, English, Chinese, Thai, Vietnamese, Indonesian, Malay, Korean, German, French, Spanish, Finnish, Italian, Russian, etc.



Inconvenient multiple contact points for network, cloud, and security inquiries

Solution

One-stop contact point (SPOC*) solves it all!

Single point of contact (SPOC) for IT support ranging from network to business applications.



Concerns about coordination with head office and governance challenges resulting from global expansion

Solution

Unified service delivery methodology ensures globally consistent quality of service

Quality can be improved by sharing problems, planning and implementing solutions and measuring resulting effects based on the concepts of COPC2000-OSP and ISO27001 standards.

Conceptual image of the system

