



Global Service Desk

Advantage Global Service Desk extends our complimentary service desk to 24x7x365 coverage for issue resolution and circuit monitoring.

The Challenge

In today's environment, organizations are tasked with increasing their global footprint while ensuring their network and technology remains fully operational. When your technology fails - everything comes to a halt, so having an embedded solution to get back up and running fast is crucial. But what happens if you have multiple vendors across your suite of services spanning multiple time zones? Not knowing who to call, or not having resources available to act, can be disastrous. Your solution – Advantage Global Service Desk.

Accountability

Advantage Global Service Desk removes the uncertainty around who to contact or how to engage for the quickest resolution. One call or click allows you access to our team of service professionals who are available 24x7x365. Advantage Global Service Desk leverages our global team to report and manage any level of service incident from a single dropped call to a full network outage. In short – we optimize your incident resolution.

Visibility

Advantage Command CenterSM is designed to record and manage all client support interactions whether you enter your service ticket directly into our client portal, via email or our toll-free helpline. Command CenterSM provides your team visibility to all updates and actionable items to increase communication and facilitate the fastest resolution. In addition, Command CenterSM tracks all reported tickets and outages allowing you to make intelligent decisions about your network health over time.



Benefits

- ✔ **Efficient, optimized engagement model for worldwide trouble ticket resolution**
- ✔ **Enhanced user experience offering single point-of-contact**
- ✔ **Easily report service issues via portal, email, or phone**
- ✔ **Impactful statistics and reporting around chronic issues and RFOs**



Global Service Desk Plus

Global Service Desk Plus offers additional features:

- ✔ **Proactive up/down monitoring of circuits and/or endpoints**
- ✔ **Enrolled circuits are continuously monitored for network availability**
- ✔ **If a circuit is unavailable – a ticket is automatically opened and submitted for investigation**

Why Advantage?



We optimize the technology lifecycle

Advantage is a global connectivity managed service provider that drives value to your organization through five key stages in the technology journey. Employing expert practitioners, efficient processes, and a unique software platform, we solve the challenges of managing technology in the modern enterprise.

DESIGN

Create purpose-built solutions leveraging leading technologies and ideal providers, based on your unique business needs.

SOURCE

Negotiate the best possible rates and contract terms, capitalizing on our industry knowledge and a global network of select service providers.

INSTALL

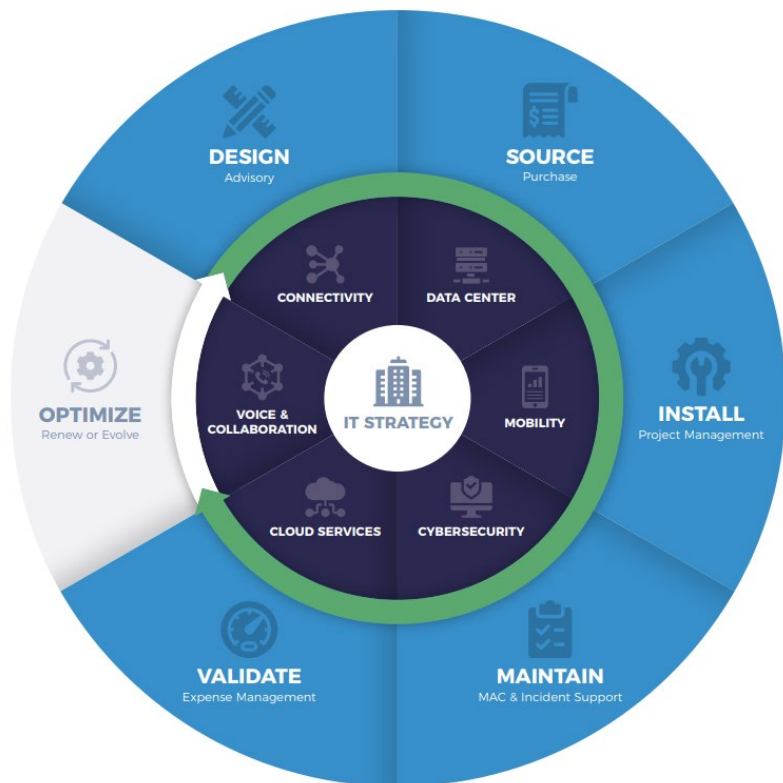
Oversee the seamless rollout of new solutions and the timely disconnect of legacy services, leveraging our years of industry experience and leadership.

MAINTAIN

Support daily activities such as moves, adds, changes, and disconnects, while providing full inventory visibility through our Command CenterSM platform.

VALIDATE

Manage the invoice lifecycle, including contract management, expense validation, dispute resolution and AP/GL payment feeds.



From procurement and provisioning through inventory and expense management, we optimize your communications solutions across voice, data, cloud, and mobility. Advantage is your team behind the scenes — so you can focus on success.

 Learn more at [AdvantageCG.com](https://www.advantageCG.com)

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