

## **Success story**

# **Company in the Pharmaceutical Products Manufacturing and Distribution sector**

**Implementation of  
IT Technical Support  
Service on site,  
based on the  
methodologies and  
best practices of  
certified processes**

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Process optimization and  
technological innovation at the  
service of user experience

**Computing  
technical  
support service  
onsite in  
multiple and  
distant  
locations**

The protagonist of  
these times



# Corporate Challenge

Troubleshooting computer problems from a distance can be challenging. This is especially true in the business environment, where technology is key to success. In order for businesses to advance in excellence and management of processes and tools, they need a high-quality remote technical support service. This can be done by resolving second-level incidents in multiple, distant environments; managing diverse operational and preventive functions (such as monitoring productivity services); and maintaining technological operations that are aligned with business processes (and thus compliance with the business process). An agile remote technical support service is key in allowing businesses to concentrate efforts on more strategic issues while ensuring efficient operation of IT components.

## What SMX Services & Consulting Inc. Did

Implement, manage, and maintain efficient and optimized processes. These processes are based on proven and certified methodologies, as well as best practices. You will combine the best specialized human talent with solid knowledge and extensive experience to optimize the incident recording system.

Integrate the complexity of the following functions in a responsible service that provides the assistance required by the client:

- Respond and manage IT incidents, not resolved at the first level of Attention.
- Provide the service associated with the delivery, reception and commissioning of hardware and software.
- Provide all logistics services associated with the movement of the HARDWARE or SOFTWARE including its standard or specific configuration.
- Execute Change Management procedures.



Productivity, operating costs, and customer satisfaction will improve for the company because of a management that facilitates the analysis of metrics. The unified teamwork resulting from this attention to multiple IT functions will increase organization in management and improve safety of information.

## Improving the user experience

"Facilitating IT management"