

# GMS Live Expert Help Desk + NOC



Your 24/7 Outsourced Help Desk and NOC.

# The GMS Story

- 2000: eLearning Support Provider Launch
- 2005: Landed Telco Managed Services Arm
- 2009: Rolled out to Teclo's across Canada
- 2012: Launched GMS Live Expert for MSPs
- 2013 – Present: 400% Overall Company Growth!



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# The GMS Story

- ✓ 20 Years of Operations!
- ✓ 24x7x365 Support
- ✓ 10+ Million Tickets Served!
- ✓ 96% Satisfaction Rating
- ✓ 93.5% First Call Resolution
- ✓ 95% of user issues solved completely remote!



Your 24/7 Outsourced Help Desk and NOC.

# Standards and Security Clearance

- HIPAA and PIPEDA Compliant
- Have worked with the likes of DoD, Banks etc.
  - Capable of passing the most stringent assessments



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# Outsourced Service Desk + NOC Solution



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# GMS Live Expert: Truly Scalable

- Flexible pricing designed to lower your overall costs
- 24/7 Phone, Chat + Ticket Driven Support
  - Seamless integration with major PSAs
  - Leverages + extends your existing RMM
  - Work closely with your Customer Success Rep
  - Monthly activity reporting in your Customer Dashboard



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# Security, Reliability

- Hosted Data Center environment
- 99.9% up time
- CSae 3416 and PCiDSS certified
- 24/7/365 monitoring, power redundancy



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# GMS Statistics: Our Numbers Do The Talking!



North American Based Team

**130+ employees**



Inbound Calls

**350,000+**



Live Answer Rate

**90% sub 60 sec.**



Total Tickets Serviced Per Annum

**500,000+ Tickets**



MSP Ticket Resolution Rate

**93.5% resolution**



Total Resolved MSP Tickets per Annum

**over 470,000!**



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