

◆
“Bridging the gap
between failure and
success since 2012”

WOSB #15212
DGS SB #2001970

Other Services

- ❖ Learning Management System Services
- ❖ eLearning
- ❖ WordPress/ Marketing
- ❖ Project Management
- ❖ Training Development and Support
- ❖ Webinar Services
- ❖ Multimedia development

Certifications

- ❖ Gamification in Learning
- ❖ Adobe Captivate
- ❖ RESNET Trainer
- ❖ BPI Building Analyst
- ❖ BPI written-and-field exam super-proctor
- ❖ A+ CompTia
- ❖ California Vocational Credential in Business Mgmt. & Computer Applications
- ❖ ITIL Standards and Best Practices



HelpDesk & Client Support Solutions



About Us:

Fortech Solutions is a specialized group of professionals, with unique expertise, that help you create and streamline your customer and help desk support systems. We work with small to large size businesses, local, state, and federal government agencies, and universities. We help our clients achieve their organization’s goals, by providing eLearning/training development and support, project management, WordPress services, and help desk solutions. Fortech’s success stems from our extensive knowledge and unique approach that allows us to analyze the support needs of our clients, pinpoint areas for improvement, and guide them to implementing successful and effective customer support systems.

Our Unique Approach:

Fortech analyzes each client’s existing support systems and business structure. This includes identifying what kind of help desk and support policies you need. After that, we revise or implement the **help** desk strategy while training the help desk staff. We also offer on-going maintenance and support after help desk deployment to keep you running smoothly.

Staying ahead of the ticket stampede and learning how to proactively resolve support issues is crucial for a positive client experience. Fortech Solutions knows that for best success, you must approach things proactively, rather than reactively. From streamlining ticket and issue management systems to internal and client training, we can help guide you to support success.

Benefits:

The right job queue/ticketing solution can give you great insight.

- Keep your work/projects more organized
- Monitor client temperament and issues
- Keep your users/clients easily informed
- Your team’s starting point for the day:
 - Insight into top priorities
 - Streamlined workflow
 - Quick problem resolution across clients
- Capture knowledge and easily turn it into self-help resources
- Improve efficiency



“You can’t manage what you don’t measure”

UNSPSC Codes

- ❖ 86132000 ❖ 86141700
- ❖ 43232500 ❖ 86000000
- ❖ 86111600 ❖ 60105300
- ❖ 80101600 ❖ 80100000
- ❖ 81000000 ❖ 60106200
- ❖ 86100000 ❖ 60141100
- ❖ 80171600 ❖ 81111700

NAICS Codes

- ❖ 541512 ❖ 512191
- ❖ 611710 ❖ 541618
- ❖ 611430 ❖ 541519
- ❖ 512110

Free offer

Contact us today for a **FREE** one hour review of your current needs to discuss and explore potential strategies to achieve your eLearning and help desk goals.

Contact Information

20825 Nunes Ave, Suite A
Castro Valley, CA 94546

✉ info@fortech.net

🌐 www.fortech.net

☎ (510) 244-4878

Empower your clients with self help options

- Help users help themselves with accessible self-help resources that automate suggested solutions based on their search requests
- Customer portals for easy access to client history and current activities

Analyze. Assess. Adjust. Advance:



You know how to manage your business, but how do you make your support run more efficiently? We can help you be successful! With over twenty years experience working in IT and management consulting, we understand how to analyze your client's' needs and implement best practices, structure, and automation to streamline your services. So you can focus on what counts while being more productive and efficient in supporting your clients.

Targeted Training with Ticket Analysis

Are you using your helpdesk analytics to help you pinpoint your training? You should be! Lower your support costs by training your users on common support requests. You can't manage what you don't measure!



Why continually analyze?

- Which customers are driving the most tickets?
- What are the most common support requests?
- What types of issues take the most time to resolve?
- What is the average end-user satisfaction rate?
- What is the cost per contact?
- Client surveys pinpoint success and where you need to adjust
- Use this knowledge to create documentation, best practices, and targeted training

How It Works:

