



CLOUD SUMMIT 7 - FCX L2 SERVICE SUPPORT



A smart and comprehensive Cloud, IT, telecom and network services on-site and remote helpdesk management solution for next-generation organizations.



FCX LEVEL 2 SERVICE SUPPORT PACKAGE (L2SSP) IS A MODERN BUSINESS SUPPORT MANAGEMENT SOLUTION BUILT SPECIFICALLY TO SUPPORT BUSINESSES IN THE NEW YORK TRI-STATE AREA AND NATIONWIDE IN MANAGING THEIR CLOUD, TELECOM, NETWORK SERVICES ASSETS AND MORE TO ENSURE OPTIMAL PERFORMANCE AND EASE OF USE.

A LEVEL 2 SERVICE SUPPORT PACKAGE SUBSCRIPTION WILL ALLOW YOUR TEAM TO TAKE ADVANTAGE OF THE FOLLOWING SERVICE OFFERINGS:

- CONTACT THE FCX HELPDESK VIA PHONE, EMAIL OR CHAT DURING REGULAR BUSINESS HOURS FOR SUPPORT OF ANY ASSET PROCURED THROUGH FCX – OPEN TROUBLE TICKETS, SUBMIT MOVES, ADDS AND CHANGE REQUESTS OR ASK TECHNICAL QUESTIONS. THERE IS NO NEED TO CALL YOUR PROVIDER DIRECTLY IN MANY CASES
- OBTAIN TELECOM ASSET OVERVIEW
- REQUEST A BILL REVIEW
- ASK QUESTIONS ABOUT ANY CLOUD, SOFTWARE, HARDWARE, TELECOM AND NETWORK SERVICES TECHNOLOGY YOU MIGHT HAVE

Reduce labor hours, cost and increase productivity around the one of the backbones of your business: your Cloud technology and IT assets.

Let's face it. Back-office support capabilities can be costly to maintain and hold times of up to 30 minutes with providers are not unheard of. Well-functioning LAN, WAN and cloud infrastructure requires constant attention. Tweaking is a regular occurrence. FCX can support your team to keep everything running smoothly. The FCX Level 2 Service Support Packages ensures personalized care by a dedicated team of experts who have access to channel carrier escalation lists to expedite resolution times. Leveraging FCX can alleviate the burden of constant reoccurring maintenance tasks, so the organizations' IT and technical departments resources can be reallocated elsewhere, and efficiency can be achieved.

Love your Cloud and make it work for you rather than working for it.

FCX offers one of the most comprehensive service levels over a broad range of solution sets in the New York tri-state area and nationwide. Service levels result in the following outcomes:

- 80% of inbound calls are answered in under 1 minute by a team member with the capability of ensuring case resolution,
- 90% of cases can be resolved 4x faster than when dealing with separate providers because the FCX helpdesk often can eliminate finger pointing right away. Our team can bridge various providers onto 1 call and takes ownership of your case,
- FCX team is dedicated to excellence: if dispatch is required, the team meets internally first to discuss the case so 70% of issues can be resolved in one dispatch alone rather than in several

We invest in our security to protect your data

Because FCX offers cyber security consultancy services, our executive team is acutely aware of the requirements FCX needs to meet to earn your trust as a vendor. Our continuous investment in our own cyber security infrastructure and client data protection is a continuous process we take very seriously.

A powerful Combination of Support and Back Office infrastructure that works well together

Historically, MSPs provided helpdesk support for the on-premise infrastructure, hardware and software, the PBX vendor for the telecom services and the IT director or office manager for network services and other services. With the FCX Level 2 Service Support Package all of this can be brought under one umbrella. Continue to work with the vendors you work well with and bundle the remainder under FCX. The choice is yours.

Talk to One of our consultants today to see how the FCX L2SSP can free up time and resources

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